


Utah County Coordinated Human Service Public Transit Plan

October 2008



The logo for Mountainland Association of Governments features a stylized green and blue mountain range icon to the left of the text "MOUNTAINLAND Association of Governments".

October 2008



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CHAPTER 1: EXECUTIVE SUMMARY

As our communities age, as fuel prices continue to climb, and as the importance of independent living continues to grow, transportation issues for the transportation disadvantaged (i.e. older adults, people with disabilities, and individuals with lower incomes) are reaching a crisis level. Currently, it is estimated that there are just under 123,000 individuals in Utah County (27 percent of the total population) who are at risk of not being able to access transportation because of old age, a disability, or because it is simply too expensive to do so.

Although services for these individuals are seemingly abundant, there is great need for improving the efficiency of these services through coordination. A recent study by the Government Accountability Office found that there are over 62 federal programs that fund transportation for the transportation disadvantaged. The same study found that among the 62 programs, there was very little coordination, substantial potential for overlap and duplication, and a confusion of eligibility requirements that make it difficult for riders to gain mobility.

Coordination – the act of multiple agencies working together to meet their client’s various transportation needs – has been identified as a key method for addressing these challenges. In fact, coordination is now a requirement for recipients of some federal funds.

The Utah County Coordinated Human Service Public Transportation Plan will establish the MAG MPO urbanized area as eligible to receive these funds, while maintaining its eligibility for funds already received by agencies operating in Utah County.

This plan accomplishes this by:

- Identifying the transportation needs of older adults, people with disabilities, and individuals with lower incomes
- Inventorying available services
- Identifying gaps in service, redundancies, and other service related issues
- Recommending strategies that address the issues to better meet the needs
- Prioritizing strategies for funding and implementation

The plan is comprised of four chapters and an appendix. This summary is the first chapter. The second chapter provides background information on concepts of coordination and the regulatory history leading up to today’s new requirements. Chapter 3 provides information about how the plan was developed, including details on how the new federal requirements were met. Chapter 4 is the bulk of the plan. It contains information about local needs, services, and issues, and recommends strategies and priorities for the MAG MPO area. Following these chapters is a set of appendices. Appendix A – the Coordination Toolbox – includes tools to assist agencies within the MAG MPO, as well as the MPO itself, with the tasks of coordination. Appendix B provides the survey that was used in developing the plan. Appendices C and D contain UTA route maps and information about UTA Paratransit and Medicaid Non-Emergency Medical Transportation programs’ eligibility criteria, respectively.

Together, these materials represent a major step forward in identifying ways to improve transportation for the transportation disadvantaged living in Utah County.

PLAN HIGHLIGHTS

NEEDS

The following needs and issues with respect to human service transportation were identified in the Utah County area:

- need for transportation access between rural and urban locations
- need for improved local circulation
- need to overcome obstacles to effectively using public transportation
- need to improve non-emergency medical transportation
- need to expand paratransit service
- need to improve awareness of transportation costs
- need to improve awareness about coordination and available services
- need to improve awareness about liability issues
- need to address perceived barriers

STRATEGIES AND PRIORITIES

Five strategies were developed in response to the needs and issues identified. The strategies are given below.

	Key			
	Low	Medium	High	
Strategy 1 - Establish a human service transportation coordination council and working group	●	●	●	●
Strategy 2 - Provide support for travel training within local agencies	◐	□	◐	◐
Strategy 3 - Conduct further research to explore options that maximize cost efficiencies through coordination	●	●	●	●
Strategy 4 - Expand local bus service	◐	◐	◐	◐
Strategy 5 - Evaluate selectively modifying ¾ mile limitation for paratransit service area	□	□	◐	□

Ease of Implementation	Needs Addressed	Position within Critical Path	Overall Ranking
●	●	●	●
◐	□	◐	◐
●	●	●	●
◐	◐	◐	◐
□	□	◐	□

CHAPTER 2: INTRODUCTION

The Utah County Coordinated Human-Service Public Transportation Plan is among the first of such plans developed in the State of Utah. Although practitioners have applied the concept of planning for coordination of human-service transportation programs for many years, it was not until the passage of the Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU) in 2005 that coordination became a requirement. This chapter answers some basic questions about SAFETEA-LU requirements for coordination planning and provides information on how the plan is organized. For simplicity, the information presented in this chapter is organized into a question and answer format.

WHAT IS A COORDINATED HUMAN-SERVICE PUBLIC TRANSPORTATION PLAN?

A coordinated human-service public transportation plan is a document to help guide local decision makers and service providers with improving community transportation systems by:

- Identifying the transportation needs of people with disabilities, older adults, and individuals with lower incomes
- Providing strategies to meet local needs
- Identifying priority transportation services for funding and implementation.

WHAT IS THE HISTORY OF COORDINATION?

According to the Tool Kit for Rural Community Coordinated Transportation Services, the concept of coordinating transportation services first emerged in a formal setting in the 1960s and 1970s. As early as 1964, the special service requirements for elderly and “handicapped persons,” included in the Federal Urban Mass Transportation Act, formed the beginning of a long list of human-service transportation programs.

By 2003, over 62 human-service transportation programs were identified in a Federal Government Accountability Office (GAO) regulatory review. The GAO report identified the following:

- There was no single law or statute that generated a comprehensive federal human-service transportation program
- There was not uniformity in program delivery, reporting, and eligibility requirements, therefore each program had developed its own idiosyncratic regulations, eligibility requirements, and operating procedures
- Many federal human-service transportation programs were unknowingly funding the same type of service as other federal programs
- At least 37 programs provided reimbursement to consumers for transportation expenses incurred as part of accessing employment, health care, or other specific types of services
- At least 26 programs either funded the purchase or operation of vehicles or facilitated contractual arrangements with existing providers for vehicles
- At least eight programs provided transportation to schools.

The GAO report concluded that coordination was an important management strategy to address these issues and the increasing number of human-service transportation programs. In response to the GAO report and other factors, President Bush established the Federal Interagency Coordinating Council on Aging and Mobility (CCAM)

through Executive Order 13330 (EO 13330). The Executive Order designated CCAM as the entity responsible for coordinating the 62 federal programs identified in the GAO report.

In addition, the Executive Order requires CCAM members work together to provide the most appropriate, cost effective services utilizing existing resources and to reduce duplication, which allow funds to be available for additional services. CCAM seeks to simplify access to transportation services for people with disabilities, individuals with lower incomes, and older adults.

WHAT IS THE UNITED WE RIDE INITIATIVE?

To implement Executive Order 13330, CCAM launched the United We Ride initiative and website (www.unitedweride.gov). United We Ride is a federal interagency initiative supporting states and their localities in developing coordinated human-service public transportation plans. United We Ride helps communities break down barriers between programs and sets the stage for local transportation partnerships. By working with states and communities to address gaps and needs related to human-service transportation, United We Ride helps local agencies develop and execute action plans.

United We Ride's current action plan identifies three key goals:

- Goal 1: More Rides for target populations for the same or fewer assets
- Goal 2: Simplify access
- Goal 3: Increase customer satisfaction

WHAT IS COORDINATION?

Coordination of transportation services is a process in which two or more organizations (who may not have worked together previously) interact to jointly accomplish their transportation objectives. Coordination results in improved resource management and improved cost-effectiveness in service delivery.

Coordination works by eliminating inefficiencies within disparate operations and service patterns often resulting from a multiplicity of providers. When appropriately applied, coordination can lead to significant cost savings for providers and programs. Citizens with transportation needs often benefit from greater access and mobility and higher quality services. Coordination is recognized as one of the best ways to improve mobility, even when resources are limited.

WHAT ARE THE BENEFITS OF COORDINATION?

Coordination offers many benefits, among the strongest are increased ridership, increased efficiencies, extended service hours, and improved customer service.

Coordination can possibly lower the costs of providing services by addressing inefficiencies in the current use of transportation resources. The combination of increased efficiency and increased effectiveness can create lower unit costs, such as costs per trip, per mile, or per hour.

Other benefits commonly observed from coordinated transportation services include:

- Lowered trip costs for travelers and human-service agencies
- Service to new areas or new communities

- Improved service to customers regarding schedules, points of origin, and destinations
- Improved safety
- Expanded door-to-door service
- More flexible payment and service options.

WHAT ARE THE ELEMENTS OF THE PLAN?

This plan includes the following five key elements:

1. An assessment of available services and identification of current providers
2. An assessment of transportation needs for people with disabilities, older adults, and individuals with lower incomes (referred to in this plan as the targeted population)
3. An evaluation of gaps in service and of other opportunities for improving transportation services
4. Strategies and/or activities to address the identified gaps and to achieve efficiencies in service delivery
5. Implementation priorities.

Elements 2 and 3 are combined under the needs identification section of Chapter 4.

HOW WAS THE PLAN DEVELOPED?

The plan was developed in close coordination with MAG planning staff, and the UDOT Public Transit Team. Detailed information about the methods used to develop each section of the plan is included in the following chapter.

HOW DOES THIS PLAN RELATE TO UTAH'S COORDINATED HUMAN SERVICE PUBLIC TRANSPORTATION PLAN?

The Utah County Coordinated Human Service Public Transportation Plan is available in two formats. This format is the standalone version. A second format is available that includes a full excerpt of Chapter 4, with additional information from Chapter 3, which have been incorporated into the Statewide Plan. The Statewide Plan includes the same information presented in this plan and, additionally, plans from all MPO's and rural Association of Government areas. Readers are encouraged to review the rural MAG section of the Statewide Plan for insights affecting the rural areas that surround the MAG MPO.

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CHAPTER 3: METHODS

As described above, the primary elements of this plan are:

- An inventory of available transportation services
- Identification of transportation needs for the transportation disadvantaged
- Identification of strategies to address needs and gaps in service
- Prioritization of recommended strategies

This section outlines how each element was developed. Following the descriptions for each element is a detailed discussion of how public outreach methods were utilized throughout the development of the plan.

INVENTORY OF AVAILABLE TRANSPORTATION SERVICES

Available services were inventoried in a three-step process. A review of local directories was conducted to find agencies with a potential interest in the project. Directories reviewed were:

- State of Utah 211 Info Bank,
- State of Utah Department of Health and Human Services Online Directory,
- Utah Urban and Rural Specialized Transportation Association (URSTA) transportation provider directory
- Utah Association of Community Services website
- A web-based search using an online search engine

Using the information collected, a list of 65 agencies serving the target population was developed. The names and contact information for each of the agencies is provided in Table 2.

After compiling the list, a survey was sent to each agency. The survey contained questions for both transportation providers and human service agencies. The intent of the survey was to:

- Identify how agencies in Utah County provide transportation for members of the target population
- Gain insight into the operational characteristics of each agency's transportation programs
- Gain insight into each agencies' and their customers' transportation needs
- Collect information about the degree to which each agency is interested in coordination

A copy of the survey form is included in the appendix.

The third source of information for this section came from the regional workshop. At the workshop, attendees were asked to introduce themselves, providing the following information:

- Their name and their agency's name
- Whether or not their agency provides transportation, and if so, how it is funded,
- Whether they have customers who need transportation

The information gained at the workshop was used to expand and further refine the project directory. Surveys were also handed out to agencies who had not returned one before the Workshop.

The inventory is reported in the Area Overview section. Data is provided in summary format with detailed information for agencies that responded to the survey. For agencies that did not return a survey, less detailed information is provided.

IDENTIFICATION OF TRANSPORTATION NEEDS FOR THE TRANSPORTATION DISADVANTAGED

The study used information from members of the targeted population and service providers to assist in the identification of transportation needs. During the meetings, participants were asked questions such as, "Where do you need to go on a daily basis?" and, "What types of services do you use?" Other questions were asked to inquire about the frequency at which participants need access to the services they use. Participants were also asked about the times of day when they need transportation to the services being discussed. In addition, questions were asked as needed to determine the list of needs for each area. Through this line of questioning and the resulting discussions the team was able to develop an understanding of the transportation needs unique to Utah County.

To further identify the basic needs for each of the three targeted population groups, the team supplemented the insight gained at the focus group and agency meetings with information available from the service provider survey conducted as part of this study.

The findings are summarized under headings which capture common themes from the responses gathered at the focus group and agency meetings and from the data presented in the surveys.

To reduce the use of technical language and jargon at the workshop, the team expanded the discussion of "gaps and redundancies" to a broader topic of "issues." Agencies were asked to report any gaps or redundancies in service, as well as other issues associated with delivering transportation services to their clients.

Recognizing agencies might not be aware of, or willing to report knowledge of redundancies, the list of available services in each area was reviewed to generate insights into any potential duplication in service patterns.

To provide a user-friendly format, the findings from the evaluation of gaps, redundancies, and other issues are reported as a discussion for each of the needs identified.

IDENTIFICATION OF STRATEGIES TO ADDRESS NEEDS AND GAPS IN SERVICE

Strategies were identified through a combined evaluation of information collected at the focus group and agency meetings and published information about successful strategies being applied in other areas.

During the workshop, focus group, and agency meetings, participants were led through an exercise designed to enable them to develop strategies that address the identified issues and better meet the identified needs. As this exercise was conducted, the ideas generated were recorded.

Allowing the meeting participants to identify strategies themselves engenders a sense of ownership of the strategies identified. This sense of ownership leads participants to become more excited about the ideas, and more likely to implement them, than if the ideas were presented by an outside group. However, relying solely on participants to develop strategies limits the development of potential strategies to only those conceived during the exercise. To capitalize on the significant progress made in other areas (locally and nationally) toward developing successful coordination programs, the team also evaluated examples of successful coordination efforts as potential strategies to be applied at the local level.

Based on the local conditions and the information gained at the outreach meetings, the team identified successful coordination strategies from other areas that have a high potential for success in the Utah County area.

PRIORITIZATION OF RECOMMENDED STRATEGIES

Priorities were identified in this plan as recommendations for Utah County to consider as it moves forward in implementing coordination at the local level. The following criteria were used to identify the priority levels.

1. Feasibility of Implementation: How likely is it the recommended strategy can be implemented in the near term, given the context of funding, political views, and other factors?
2. Number of Needs Addressed: How many of the needs identified are met by the recommended strategy?
3. Position within Critical Path: Do other strategies rely on implementation of the recommended strategy or can it be implemented independently?

Based on an evaluation of these criteria, each strategy was given a priority level based on a timeline that includes immediate, short term and long term benchmarks. Higher priority strategies were identified for immediate implementation, while lower priority strategies were identified in the long-term horizon.

PUBLIC OUTREACH

A great deal of information for this Plan was collected directly from stakeholders within Utah County. Two categories of outreach methods (see detailed descriptions below) were employed:

- Springville Focus Group Meeting and Agency Visits (Open to the general public to discuss the provision of all types of human services and transportation)
- Utah County Coordinated Human Service Transportation Service Plan Regional Workshop (Specifically focused on gaining input from human service and transportation providers about transportation services for members for the targeted population)

FOCUS GROUPS AND AGENCY VISITS

Focus group meetings were developed through close coordination with local service providers to ensure:

- Focus group participants (members of the targeted population) had transportation to the meetings
- Participants were given the necessary support to feel comfortable discussing their transportation needs at these meetings
- The meetings included a representative distribution of the targeted population.

The following are characteristics of the focus group meetings.

Objective: The objective of the focus group meetings was to gain input from members of the targeted population who rely on public transportation to access human services.

Targeted Audience: Two focus group meetings were arranged. One in Springville and one in American Fork. The targeted audience for the Springville focus group meeting was a representative (both in demographic and geographic terms) proportion of elderly individuals, people with disabilities and individuals with low incomes living south of Orem. The target audience for the American Fork meeting was the same as the American Fork focus group meeting, but for individuals living north of Provo.

To make arrangements, representatives from local service providers were contacted and asked to nominate one or more participants to attend the focus group meetings. Attendees were selected to reflect the relative distribution of the targeted population residing within the geographic area represented by the focus group. In cases when members of the focus group required special assistance or support, their service providers and/or caretakers were asked to attend and participate in the focus group meetings as well.

Meeting size and number of attendees: The size and number of focus group meetings held in each location was based on the size and distribution of the targeted population within the areas represented.

Location: Focus groups were set up using local sites or other logical public facilities. Locations along established public transit routes that are ADA accessible were chosen whenever possible.

Duration: Focus group meetings were conducted within a one hour period.

Activities: Focus group meetings were facilitated and supported by one or two members of the Consulting Team.

TABLE 1: FOCUS GROUP MEETINGS

Location	Date	Time	No. of Attendees	Notes
Springville Senior Center 65 East 200 South Springville, Utah	9/11/08	10:00 – 11:00 a.m.	5	All three segments of the targeted population were represented.
American Fork City Hall 31 North Church Street American Fork, Utah	9/11/08	2:00 – 3:00 p.m.	-	No attendees showed up for the meeting. Agency visits were conducted instead (see below).

AGENCY VISITS

Despite efforts to invite representatives of the target population to the American Fork focus group meeting, none of the invited attendees arrived for the meeting. In place of the meeting, the consultants visited agencies in the American Fork, Pleasant Grove, and Lindon areas. The agencies visited were:

- Alpine Transition and Employment Center (ATEC) located in Lindon, UT
- Department of Workforce Services (DWS) located in American Fork, UT
- Daybreak Training Center located in Pleasant Grove, UT
- Division of Services for People with Disabilities (DSPD) located in American Fork, UT
- DSPD – Developmental Center located in American Fork, UT

During the impromptu visits to local agencies, the consultants provided a brief presentation of the plan and asked the agencies to describe their programs, their clients' transportation needs and any transportation programs offered. Questionnaires for their clients were handed out with a copy of the project information sheet. An invitation to the regional workshop was also extended. The agency visits helped foster a relationship with the agency, and initiated a constructive dialogue about coordination of transportation programs.

REGIONAL WORKSHOP

The Utah County Coordinated Human Service Transportation Plan regional workshop was held Wednesday, September 17, 2008 from Noon to 3:00 p.m. at the Mountainland Association of Governments Office in Orem.

Following is a description of the characteristics of the Workshop.

Targeted Audience: The regional workshop focused on gaining input specifically from human service agencies and transportation providers (collectively referred to as service providers). Initial contact with service providers was made by a representative from the consulting team. Invitations were then sent to service providers via email requesting the agency send one or more representatives to attend the workshop. It was requested that the representative(s) who attended the workshop be involved in providing transportation for their organization, and/or be familiar with the transportation needs of their clients.

Activities: The regional workshop was facilitated by members of the consulting team. Workshop attendees were engaged in a series of activities which supplied insight into each of the five elements of the plan. Notes were kept to document information provided during the workshop by the consulting team.

Objectives:

- Initiate coordination and networking among service providers within Utah County
- Allow service providers an opportunity to participate in developing the plan
- Distribute surveys to agencies who had not returned their survey
- Collect information about transportation needs, gaps in service and other issues related to transportation for the targeted population

Following is a contact list of human service and transportation providers invited to attend the regional workshop. A total of 19 providers attended. The contact list should be used as a tool for future coordination efforts. It is not comprehensive. It should be expanded over time as providers express their interest in transportation coordination efforts.

TABLE 2: AGENCY CONTACT LIST – REGIONAL WORKSHOP INVITEES

Agency Name	Contact Person	Address	City, State, Zip	Phone	Email
Affordable Cab (Utah Taxi Company)		969 South Freedom Blvd	Provo, UT 84601	801-375-0000	
Alpine School District	Dick Belliston	575 North 100 East	American Fork, UT 84003	801-756-8400	bellid085@alpine.k12.ut.us
Alpine Transition and Employment Center	Ron Story	350 North State	Lindon, UT 84115	801-785-8730 x101	rstory@alpine.k12.ut.us
American Fork Center (DWFS)		751 East Quality Drive Suite 100	American Fork, UT 84003	801-492-4500	smace@utah.gov
American Fork Office (DCFS)	Trish Coburn	578 East 300 South	American Fork, UT 84003	801-492-3336	tcoburn@utah.gov
American Fork Office (DSPD)	Susan Macnamara	861 East 900 North	American Fork, UT 84003	801-374-7897	mgish@utah.gov / smacnama@utah.gov
American Fork Office (Voc Rehab)	Sharon Anderson	64 South 360 East	American Fork, UT 84003	801-772-0793	sthayne@utah.gov
American Fork Senior Center	Ted Strong	54 East Main Street	American Fork, UT 84003	801-763-3090	
American Taxi		1012 North 750 West	Provo, UT 84601	801-427-9448	
Central Utah Center For Independent Living	Sandra Curcio	491 North Freedom Blvd	Provo, Utah 84601	801-373-5044	sandra@cucil.org
Chrysalis, Inc	Ryan Christensen	570 East 1400 South	Orem, UT 84097	801-426-6661 x13	ryan.christensen@gochrysalis.com
Community Action Services	Lois Kelson	815 South Freedom Blvd Suite 100	Provo, UT 84601	801-393-8200 x205	lkelson@communityactionuc.org
Danville Services of Utah, LLC	Bill Woolston	6965 South Union Park Center # 350	Midvale, UT 84047	801-565-0700 x121	bwoolston@danserv.com
Daybreak Training Services	Jared Richins	599 West Center Street	Pleasant Grove, UT 84062	801-785-8935	cki2000@aol.com
Developmental Center	Karen Clarke	895 North 900 East	American Fork, UT 84003	801-763-4000	kclarke@utah.gov
Goshen Senior Center	Beverly Morgan	79 South Center Street	Goshen, UT 84633	801-667-3477	
Holy Cross Ministries	Sister Susan Brennan	860 East 4500 South, Suite 204	Salt Lake City, UT 84107	801-261-3440 x23	sbrennan@hcmutah.org

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Agency Name	Contact Person	Address	City, State, Zip	Phone	Email
Key Residential, Inc	Kenneth Ekong	1361 South 740 East	Orem, UT 84097	801-434-4389	ekenneth1@fiber.net
Kids On the Move Early (Head Start)	Katie Ricod	475 West 260 North	Orem, UT 84057	801-221-9930	kricod@kotm.org
Lehi Senior Citizens Center	Jan Jonsson	123 North Center	Lehi, UT 84043	801-768-7165	jajonsson@lehi-ut.gov
Life Skills Vocational Center	Craig Hinton	112 North 200 West	Orem, UT 84057	801-226-8646	oarzman@hotmail.com
MOSAIC	Ron Motensen	560 South State Street Suite M4	Orem, UT 84058	801-371-0887	ron.mortensen@mosaicinfo.org
Mountainland Headstart	Linda Lee	264 West 300 North	Provo, UT 84601	801-375-7981	llee@mountainlandheadstart.org
Mountainland Homeless Coordinating Committee	Commissioner Larry Ellertson	586 East 800 North	Orem, UT 84097	801-370-8000	
Nebo School District	Lynn Mecham	676 North 300 East	Payson, UT 84651	801-465-6005	
North Eastern Services	Jared Jaynes	443 South Commerce Drive	Orem, UT 84058	801-426-4961	jared.jaynes@nesutah.com
Orchard Park Care Center		740 North 300 East	Orem, UT 84057	801-224-0921	
Orem Extension (Utah Schools for the Deaf and Blind)	DeeAnn Sorenson	424 South 350 East	Orem, UT 84058	801-224-6590	deeanns@usdb.org
Orem Office (DCFS)		1106 North 1200 West	Orem, UT 84057	801-224-7820	
Orem Senior Friendship Center	Karl Hirst/Connie Young	93 North 400 East	Orem, UT 84057	801-229-7111	ckyoung@orem.org
Payson Office (Voc Rehab)	Richard Petersen	910 East 100 North #215	Payson, UT 84651	801-465-8384 x381	rpetersen@utah.gov
Payson Senior Center	Judy Reynolds	439 West Utah Avenue	Payson, UT 84651	801-465-5215	judy@payson.org
Pick-Me-Up/Division of Health Care	Anita Hall	288 North 1460 West	Salt Lake City, UT 84114	801-538-6483	ahall@utah.gov
Pleasant Grove Jacobs Senior Center	Ellna Burger	242 West 200 South	Pleasant Grove, UT 84062	801-785-2818	

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Agency Name	Contact Person	Address	City, State, Zip	Phone	Email
Primary Children's Medical Center (PCMC)		100 North Medical Drive (1750 East)	Salt Lake City, UT 84113	801-662-1000	
Provo Center (DWFS)	Brian Kessinger/Dustin Townsend	1550 North 200 West	Provo, UT 84604	801-356-4060	bkessin@utah.gov
Provo District (USOR)	Darren Johnson	150 East Center Street Suite 3300	Provo, UT 84606	801-374-7720	ddjohnson@utah.gov
Provo Eldred Senior Center	Earl Williams	270 West 500 North	Provo, UT 84601	801-852-6620	ewilliams@provo.utah.gov
Provo Family Dental Plan Clinic	Judy Mackey	150 East Center Street Suite 1100	Provo, Utah 84606	801-371-1024	jumackey@utah.gov
Provo Health Clinic	Lauri Valerio	151 East Center Street Suite 1100	Provo, Utah 84606	801-374-7011	laurivalerio@utah.gov
Provo Office (DSPD)	Susan Macnamara	150 East Center Street	Provo, UT 84606	801-374-7005	mgish@utah.gov / smacnama@utah.gov
Provo School District	Phill Lott	280 West 940 North	Provo, UT 84604	801-374-4800	phill@provo.edu
Recreation And Habilitation Services (RAHI)	Kathy Edwards	815 North 800 West	Provo, UT 84604	801-374-8074	mail@rahservices.org
RISE, Inc		1561 North Grandview Lane	Provo, Utah 84604	801-373-1197 x2419	
Salt Lake Express	Jacob Price	P.O. Box 566	Rexburg, ID 83440	800-356-9796 x6111	jacob@saltlakeexpress.com
Santaquin Senior Center	Jane Tanner/Sandy Gurney	45 West 100 South	Santaquin, UT 84655	801-754-1700	sandy.gurney@juno.com
Senior Companion Program		151 South University Avenue Suite 2200	Provo, UT 84601	801-851-7767	
Social Security Office		485 North Freedom Blvd	PROVO, UT 84601	801-375-8706 x333	
Spanish Fork Center (DWFS)		1185 North Chappel Drive	Spanish Fork, UT 84660	801-794-6600	
Spanish Fork Office (DCFS)	Beverly Hart	607 East Kirby Lane	Spanish Fork, UT 84660	801-794-6700	bjhart@utah.gov

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Agency Name	Contact Person	Address	City, State, Zip	Phone	Email
Spanish Fork Office (DSPD)	Susan Macnamara	607 East Kirby Lane	Spanish Fork, UT 84660	801-794-6700	mgish@utah.gov / smacnama@utah.gov
Spanish Fork Senior Center	Joyce Webb	167 West Center	Spanish Fork, UT 84660	801-798-5015	
Springville Senior Citizens Center	Tori Eaton and Verna Jo Hollingshed	65 East 200 South	Springville, UT 84663	801-489-8738	
St. George Shuttle		254 North 500 West	St. George, UT 84770	435-628-8320	
Transportation Cooperative Taxi-Van, LLC	Marta Edwards	1366 South 1440 East	Provo, UT 84606	801-375-8833	marta.edwards@comcast.net
TRI-Connections	David Hennessey	1921 North 1120 West	Provo, Utah 84604	801-343-3900	dave.hennessey@triconnections.com
Utah County Book Mobile	Jamie Carter	305 North Main	Mapleton, UT 84664	801-489-4833	utahcountybookmobile@gmail.com
Utah County Division of Substance Abuse	Richard Nance	151 South University Avenue Suite 3200	Provo, UT 84606	801-851-7128	richardn@state.ut.us
Utah Highway Safety Office	Jill Sorensen	3888 West 5400 South	Salt Lake City, UT 84118	801-965-8570	
Utah Transit Authority (UTA)	Ken Anson	P.O. Box 30810	Salt Lake City, UT 84130	801-743-3882	
Utah Valley Paratransit	Mr. Lopini Wolfgram	815 South Freedom Blvd.	Provo, UT 84603	801-374-9306	
Wasatch Mental Health		750 North 200 West	Provo, UT 84601	801-373-7394	
Western Region Administration		150 East Center Street Suite 5100	Provo, UT 84606-3157	801-374-7005	
WORK, Inc	Hoc Vu/Dan Durtschi	2696 North University Avenue Suite 160	Provo, UT 84604	801-812-0222	workinc@hotmail.com
Yellow Cab		435 South 600 West	Salt Lake City, UT 84101	801-377-7070	

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CHAPTER 4: FINDINGS

This chapter is the heart of the Utah County Coordinated Human Service Public Transit Plan. It is comprised of the following sections:

Area Overview: A description of the local area, including an inventory of available transportation services, information about area demographics and local jurisdictions, and other relevant information.

Transportation Needs: A summary of the needs identified for the area, including a discussion about gaps and redundancies in service, barriers to service, and other issues.

Strategies to Meet Needs: A list of proposed strategies that address the issues to better meet the identified needs.

Priorities: A summary of the strategies and the recommended priority level for each.

AREA OVERVIEW



The Mountainland Metropolitan Planning Organization (MPO) is the designated agency responsible for comprehensive transportation planning for the Provo/Orem urbanized area. The MPO planning area encompasses all of the Utah County municipalities and the unincorporated areas between those municipalities. The MPO area is depicted in Figure 1.

The Mountainland MPO is located within and administered by the Mountainland Association of Governments, a cooperative planning group made up of the cities/towns of Summit, Utah and Wasatch Counties, and the counties of Summit and Wasatch.

The current activities of the Association include:

- Administration of the Area Agency on Aging (AAA) for the three-county area through the Department of Aging and Family Services;
- Administration of the Economic Development District;
- Administration of the Rural Planning Organization (RPO) in Wasatch County; and
- Administration of the Social Services Block Grant and other community planning services.

Additional information about MAG and its rural areas is available under the rural portion of the Utah Coordinated Human-Service Public Transportation Plan.

The Mountainland MPO is the forum where local officials, public transportation providers and state representatives come together to plan for the region's current and future transportation needs. One of the results of this cooperative effort is the Regional Transportation Plan (RTP). The RTP is updated on a four-year cycle and acts as a guide to maintain and enhance the transportation network of the urbanized area it serves. Its goals encompass a variety of functions related to transportation:

- Fund new capacity
- Reconstruction and preservation of existing facilities

- Improve the non-motorized transportation system
- Minimize air pollution
- Maximize accessibility to important services
- Coordinate all transportation elements into an intermodal system
- Develop a transportation plan consistent with land use general plans

Coordination was a consideration in preparing the most recent RTP. In addition to input given from interest groups representing the elderly and those with disabilities during the recent plan update, the plan states:

The MPO supports efforts to more fully coordinate the specialized transportation needs of older adults, people with disabilities, and eligible individuals with lower incomes. It is our intention to prepare a Coordinated Human Services Plan that will be part of the Statewide Coordinated Plan prepared in partnership with UDOT and other local partners to meet the requirements under SAFETEA-LU to access FTA Section 5310, 5316, and 5317 funds. Additionally, the MPO will competitively select projects, and facilitate the inclusion of those projects selected for funding to be listed in the Transportation Improvement Plan (TIP) and Statewide Transportation Improvement Plan (STIP).

More information about the Mountainland MPO and the RTP can be found on the MAG website, located at <http://www.mountainland.org>.

LOCAL AREA CONDITIONS



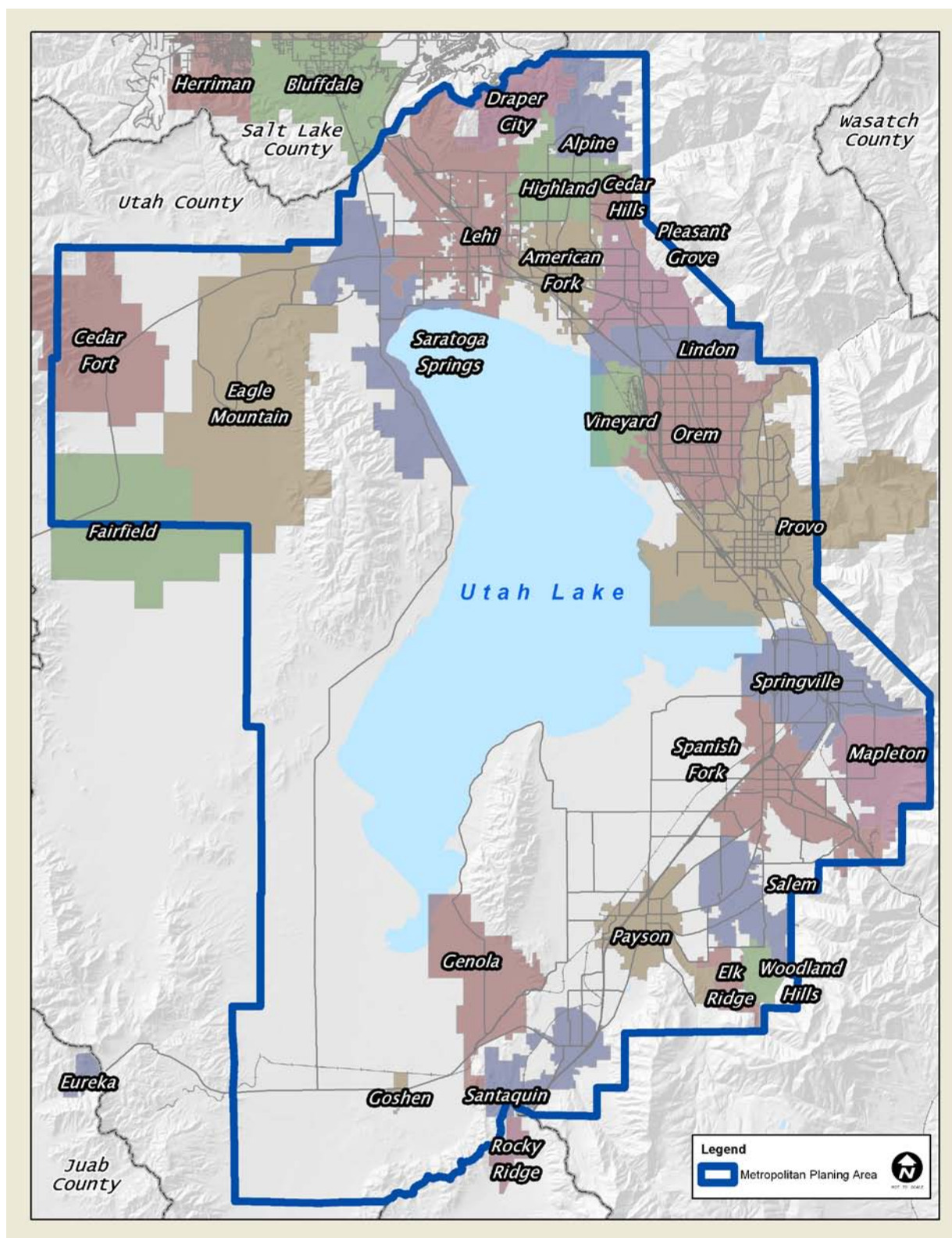
Utah County is located at the southern end of the rapidly growing Wasatch Front. Because of its close proximity to Salt Lake County, Utah County has developed strong economic and transportation ties with Utah's capital city. However, its close proximity also presents challenges to Utah County's transportation system. Every day thousands of commuters, businesses, and visitors travel back and forth between the two counties, resulting in heavy congestion during certain times of the day.

Traditionally reliant on agricultural products and the steel industry, Utah County now has evolved to a highly diverse economy. Thousands of graduates from the county's two universities—Brigham Young University and Utah Valley University—create a highly skilled workforce and attract investment from around the state and the country.

Major destinations in the county include Brigham Young University, Utah Valley University, Utah Valley Regional Medical Center, Orem Community Hospital, American Fork Hospital, Mountain View Hospital, Cabelas, Sundance Ski Resort, Thanksgiving Point, a variety of state health and human service agency offices (refer to the human service providers profiled in the Inventory of Services section), and multiple employers.



FIGURE 1: MOUNTAINLAND METROPOLITAN PLANNING ORGANIZATION PLANNING AREA



Source: Mountainland Association of Governments, 2008

INVENTORY OF AVAILABLE TRANSPORTATION SERVICES

Residents of Utah County have access to a wide variety of transportation programs. This section of the Utah County Coordinated Human Service Transportation Plan provides information about each of the transportation programs offered in the area. A description of how the information was collected is provided in Chapter 3: Methods.

While every reasonable effort was taken within the constraints of the project budget to inventory all transportation programs in Utah County, this list is neither comprehensive nor representative of a cross section of transportation services in Utah County. Furthermore, the information presented varies in degree of detail based on:

- whether or not an agency returned the project survey;
- the extent to which the agency completed the survey; and
- whether the agency publishes information about its transportation programs online.

The authors of this report acknowledge that agencies that did not respond to the survey and that do not publish information about their programs online are disproportionately underrepresented.

Nevertheless, the list provides meaningful information about known transportation programs. The information is used in subsequent sections of this plan to draw conclusions about transportation needs, issues and opportunities in Utah County.

The list is organized into three sections. The first section outlines known general public transportation programs. It provides a detailed description of UTA services and a list of commercial taxi and intercity bus companies. The second section lists specialized transit programs. This section is the most detailed of the three, as it covers a wide range of transportation programs. The third section provides information about human service agencies that do not operate transportation programs, but that are worth noting because of the role they play in the human services transportation system.

Contact information, including phone numbers, mailing address, and e-mail addresses are provided in the agency contact list contained within the appendix of this plan.

KEY FINDINGS FROM SURVEY

A total of 58 surveys were sent to the agencies identified. Of these, 27 were returned. Of the 27 surveys received, 24 were considered responsive, yielding a response rate of 48 percent. Relative to recent surveys conducted in Utah for this subject area, this is a very high response rate.

Among the 24 responsive agencies, 21 provide some form of transportation assistance. Eleven agencies provide vouchers and/or bus passes, 12 agencies operate their own vehicles, and 3 agencies purchase transportation through a contract with a local transportation provider. Three agencies reported that their funds are not used to transport clients.

RIDERSHIP AND OPERATING COST

Of the 12 agencies that operate their own vehicles, 5 reported ridership. An annual total of 107,810 trips were reported (trips were reported for each agency's most recent fiscal year).

Although cost and ridership data were only reported by one agency (Taxi-Van, LLC), both UTA and Utah Valley Paratransit provided approximate trip cost data during informal agency meetings. The following trip costs were reported:

- Utah Valley Paratransit: Approximately \$30/trip
- MAG Senior Center Contract: Approximately \$10/trip
- Taxi-Van, LLC: Approximately \$17/trip

As a comparison, the current national average cost per trip for demand responsive transportation is estimated to be approximately \$25. This estimate is based off year 2000 data from the National Transit Database with an assumed average annual inflation rate of five percent.

LEVEL OF INTEREST IN COORDINATION

Among the 12 agencies that operate their own passenger transportation services, a total of 157 vehicles were reported. Forty-five of these vehicles were reported as wheelchair lift equipped. Five agencies with vehicles do not have wheelchair lift equipment on any of their vehicles.

In addition to asking about how transportation is provided, the survey also asked agencies to indicate their level of interest in a list of common coordination activities. Table 3 tallies the results from this question for each of the agencies that responded.

Overall, the majority of responses indicated a lack of interest in coordination (40 percent of all responses). At 27 percent, the next most popular response was “not sure.” Ten percent of responses indicated some form of coordinate is already occurring. Approximately 23 percent of responses indicated an interest in coordination.

The type of coordination strategy that agencies are least interested in is sharing vehicles. The next two of the least favored types of coordination activities are consolidating to a single provider and cooperatively purchasing vehicles. Conversely, respondents indicated that they are most interested in networking with other agencies, collaborating in grant writing, and pooling training resources. Currently, agencies are most actively engaged in networking and centralized scheduling, dispatch and vehicle tracking.

The only two categories in which responses indicated a higher level of interest than disinterest are networking and pooling training resources.

TABLE 3: TALLY OF RESPONSES INDICATING AGENCIES’ INTEREST IN COORDINATION

	We already do this	We are interested in doing this	We are not interested in doing this	Not sure
Centralized scheduling, dispatch and vehicle tracking	6	2	6	5
Networking with other agencies	8	8	3	4
Contracting to purchase transportation service	3	5	6	4
Contracting to provide transportation service	3	3	8	5
Sharing of vehicles among agencies	1	1	13	4

	We already do this	We are interested in doing this	We are not interested in doing this	Not sure
Centralized fuel purchasing	3	2	7	6
Consolidating services to a single provider	1	1	11	5
Cooperatively purchasing vehicles	1	3	11	3
Collaborate in writing grant applications	1	8	8	3
Technology for vehicle tracking and ride scheduling	1	6	6	7
Pooling training resources	0	8	4	7
Pooling financial resources	0	5	8	7
Pooling insurance resources	0	5	8	6
Pooling maintenance	0	4	9	6
Total	28	61	108	72
Percent of Total	10%	23%	40%	27%

Source: Utah County Coordinated Human Service Transportation Plan Survey Provider Survey, 2008

KNOWN PUBLIC TRANSPORTATION PROVIDERS

At least ten distinct agencies with individual public transportation programs were identified in Utah County. Although the data collected was not sufficient to conclusively state the total number of trips provided, this group of transportation providers supplies the vast majority of transit trips in Utah County.

UTAH TRANSIT AUTHORITY

The Utah Transit Authority (UTA) was established in 1970, following the enactment of the Utah Public Transit District Act. Today, UTA provides 100 percent accessible public transit services to communities in six counties along the Wasatch front: Box Elder, Davis, Salt Lake, Tooele, Utah and Weber.



UTA is governed by a board of trustees with representatives from the communities served by the agency. The board of trustees is responsible for setting policies, providing overall guidance for operations, and for transit planning. The board of trustees gives final approval for changes in routes, areas served, and new transit programs. Changes to the board, including size and appointment procedure, are made by the state legislature.

In Utah County, 15 of 26 incorporated municipalities have elected to levy a quarter-cent sales tax to become part of the UTA service area. During the 2007 election, Utah County voters approved an additional countywide sales tax to pay for fixed-guideway mass transit (i.e. any transit service that uses exclusive or controlled rights-of-way or rails, entirely or in part). The majority of the additional sales tax will pay for commuter rail from Provo to Salt Lake City which is planned to open in 2010. None of Utah County's municipalities have elected to levy an additional sales tax (above one quarter of one percent) for mass transit, as authorized by the state legislature.

Eagle Mountain and Saratoga springs are currently considering placing an opinion question on the 2008 ballot to let voters decide whether or not to become part of the UTA service Area. If approved, Eagle Mountain and

Saratoga Springs would raise sales taxes by one quarter of one percent. Table 4 outlines current tax levels in Utah County by municipality.

TABLE 4: TRANSIT TAXES, OTHER SALES TAXES, AND TOTAL SALES TAX BY MUNICIPALITY

Location	Mass Transit Tax	Additional Mass Transit Tax	Fixed Guideway Tax	Total Transit Tax	Other Sales Taxes	Total Sales Tax
Utah County			0.30%	0.30%	5.90%	6.20%
Alpine	0.25%		0.30%	0.55%	5.90%	6.45%
American Fork	0.25%		0.30%	0.55%	5.90%	6.45%
Cedar Fort			0.30%	0.30%	5.90%	6.20%
Draper City South			0.30%	0.30%	5.90%	6.20%
Eagle Mountain			0.30%	0.30%	5.90%	6.20%
Fairfield			0.30%	0.30%	5.90%	6.20%
Genola			0.30%	0.30%	5.90%	6.20%
Goshen			0.30%	0.30%	5.90%	6.20%
Lehi	0.25%		0.30%	0.55%	5.90%	6.45%
Lindon	0.25%		0.30%	0.55%	5.90%	6.45%
Mapleton	0.25%		0.30%	0.55%	5.90%	6.45%
Orem	0.25%		0.30%	0.55%	6.00%	6.55%
Payson	0.25%		0.30%	0.55%	5.90%	6.45%
Pleasant Grove	0.25%		0.30%	0.55%	5.90%	6.45%
Provo	0.25%		0.30%	0.55%	5.90%	6.45%
Provo Canyon	0.25%		0.30%	0.55%	5.90%	6.45%
Salem	0.25%		0.30%	0.55%	5.90%	6.45%
Santaquin			0.30%	0.30%	5.90%	6.20%
Saratoga Springs			0.30%	0.30%	5.90%	6.20%
Highland	0.25%		0.30%	0.55%	5.90%	6.45%
Spanish Fork	0.25%		0.30%	0.55%	5.90%	6.45%
Springville	0.25%		0.30%	0.55%	5.90%	6.45%
Vineyard			0.30%	0.30%	5.90%	6.20%
Cedar Hills	0.25%		0.30%	0.55%	5.90%	6.45%
Elk Ridge			0.30%	0.30%	5.90%	6.20%
Woodland Hills			0.30%	0.30%	5.90%	6.20%

Source: Utah State Tax Commission, 2007

Currently, there are 20 fixed routes serving Utah County. Detailed maps for each route are included in the appendix. Table 5 provides detailed information for each route. Overview maps are provided for northern, central and southern segments of the county in Figures 5, 6, and 7, respectively.



TABLE 5: UTA ROUTE STATISTICS

Route Number	Route Name	Type	Peak Frequency	Hours of Operation	Saturday Service	Sunday Service
801	SLC/OREM/PROVO EXPRESS	Express	30 Min	AM/PM Commute	No	No
802	SLC/UTAH COUNTY EXPRESS	Express	60 Min	AM/PM Commute	No	No
803	NORTH UTAH COUNTY/SALT LAKE EXPRESS	Express	30 Min	AM/PM Commute	No	No
804	SLC/LINDON EXPRESS	Express	60 Min	AM/PM Commute	No	No
805	SOUTH UTAH COUNTY/ SLC EXPRESS	Express	60 Min	AM/PM Commute	No	No
807	PG/ CEDAR HILLS/ HIGHLAND EXPRESS	Express	30 Min	AM/PM Commute	No	No
808	SOUTH UTAH COUNTY UVU EXPRESS	Express	60 Min	AM/PM Commute	No	No
810	UOFU/AMERICAN FORK EXPRESS	Express	30 Min	AM/PM Commute	No	No
811	UTAH VALLEY/TRAX CONNECTOR	Local	30 Min	6:00 AM - 11:00 PM	Yes	Yes
816	UTAH COUNTY SATURDAY NIGHT SERVICE	Night	N/A	11:00 PM – 1:00 AM	Yes	No
817	PROVO/OREM TRAX EXPRESS	Express	60 Min	AM/PM Commute	No	No
820	UTAH SOUTH COUNTY	Local	30 Min	7:00 AM – 8:00 PM	No	No
822	BYU/PAYSON	Local	30 Min	7:00 AM – 10:00 PM	yes	No
830	PROVO/OREM	Local	15 Min	6:00 AM - 11:00 PM	yes	No
831	PROVO WEST SIDE	Local	30 Min	6:00 AM - 10:00 PM	yes	No
832	PROVO EAST SIDE	Local	30 Min	6:00 AM - 10:00 PM	Yes	No
833	PROVO CENTER STREET	Local	60 Min	5:00 AM – 8:00 PM	Yes	No
835	SEVEN PEAKS/BYU MORNING SHUTTLE	Shuttle	N/A	7:30 AM – 8:40 AM	No	No
850	STATE STREET	Local	30 Min	6:00 AM - 10:00 PM	Yes	No
862	OREM EAST/WEST	Local	30 Min	6:00 AM - 7:00 PM	Yes	No

Source: www.rideuta.com, 2008

In addition to fixed route transit services, the Utah Transit Authority provides paratransit services through a contract with Utah Valley Paratransit. UTA handles all scheduling for paratransit trips through its Riverside Division in West Valley City. Paratransit eligibility screening is also handled by UTA through the Paratransit Mobility Center in Murray. Detailed information about UTA's paratransit program, eligibility criteria, evaluation and functional

assessment procedures are provided in the appendix. Operational aspects of the paratransit program in Utah County are described below, under the Utah Valley Paratransit heading.

Although paratransit services are available to people with disabilities, UTA provides 100% accessible buses throughout Utah County and encourages individuals to use fixed route service whenever possible. Figures 2, 3, and 4 depict efforts made by UTA to improve the accessibility of the fixed route system.

FIGURE 2: RAISED PLATFORM ACCESS FOR WHEELCHAIR USERS AT TRAX STATIONS



Source: www.rideuta.com, 2008

FIGURE 3: ACCESSIBLE BUSES



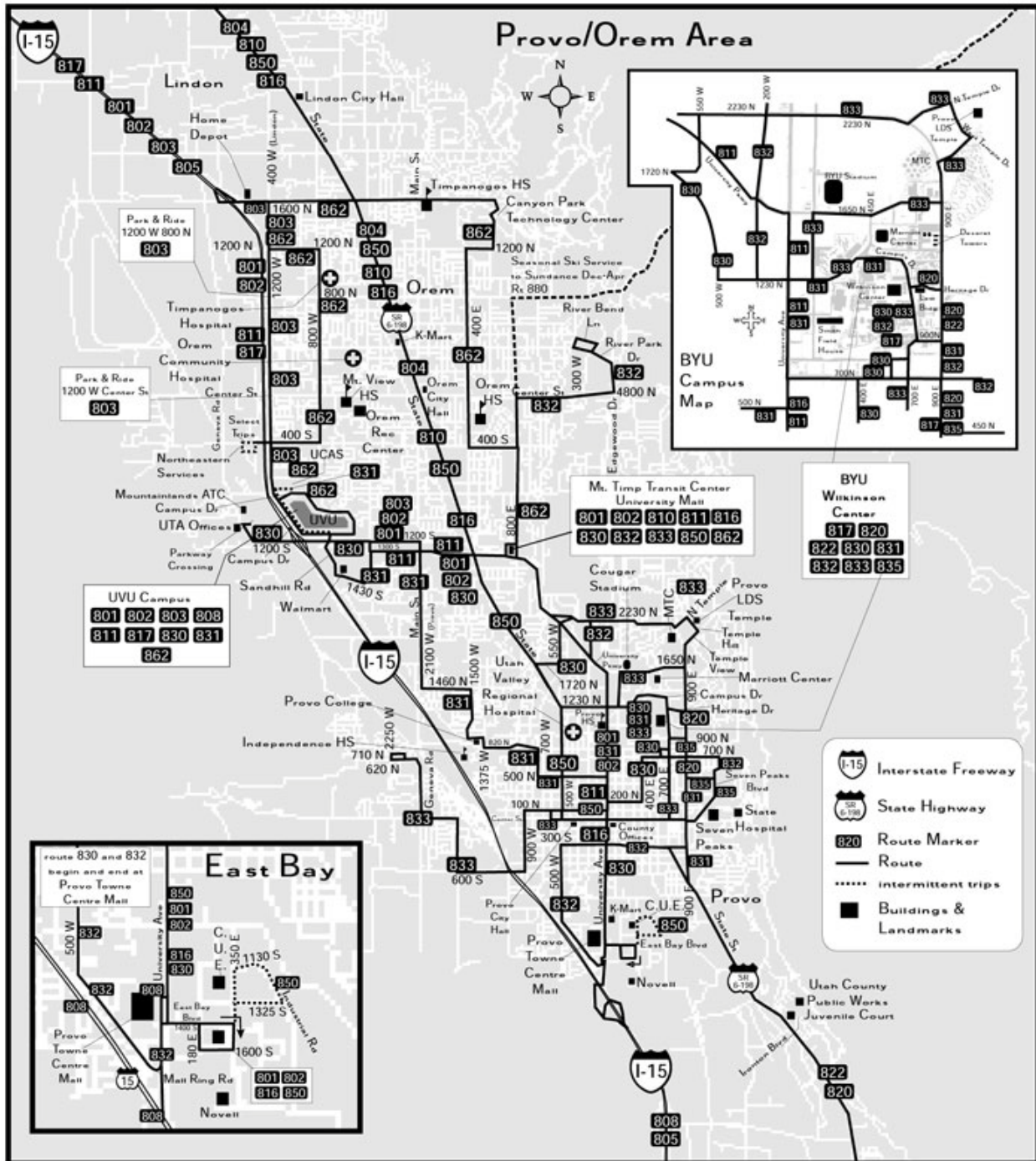
Source: www.rideuta.com, 2008

FIGURE 4: PRIORITY SEATING, BUS STOP AMENITIES & AUDIBLE STOP ANNOUNCEMENTS



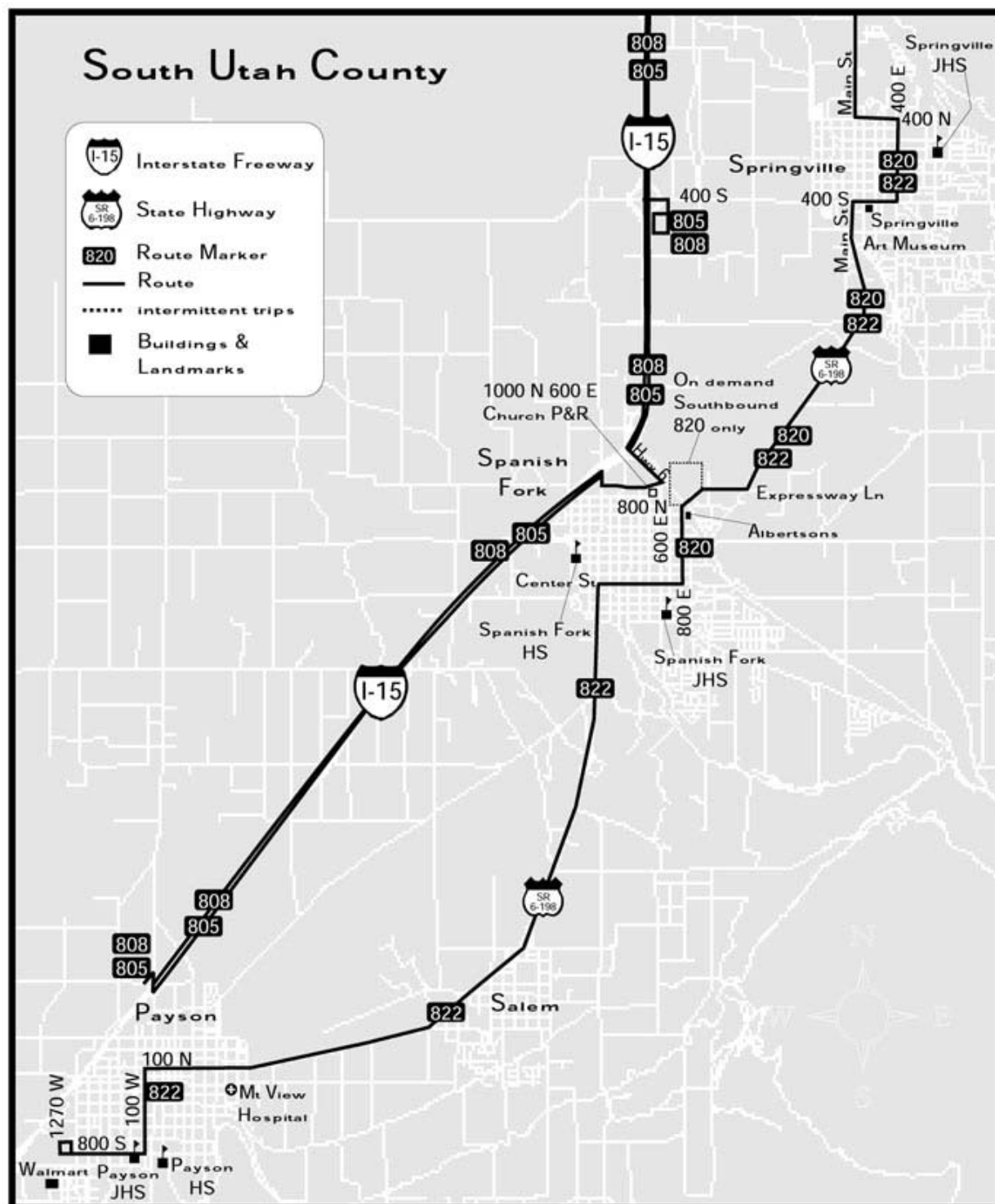
Source: www.rideuta.com, 2008

FIGURE 6: CENTRAL UTAH COUNTY UTA SYSTEM MAP



Source: www.rideuta.com, 2008

FIGURE 7: SOUTH UTAH COUNTY UTA SYSTEM MAP



Source: www.rideuta.com, 2008

TAXI COMPANIES

Six traditional taxi companies were identified in Utah County. They are:

- Affordable Cab
- All Resorts
- American Taxi
- Transportation Cooperative Taxi-Van, LLC
- Utah Shuttle
- Yellow Cab
- Yellow Taxi

Of these, only one returned a survey: Transportation Cooperative Taxi-Van, LLC. This company is among the smaller of the six known taxi companies operating in Utah County. They provide trips using four drivers with six vehicles and one mini-bus. None of their vehicles are wheelchair-lift equipped. They reported 3,000 passenger trips for their most recent fiscal year. These trips were provided at an average cost of \$17 per trip.

CHARTER BUS COMPANIES

Although this list is not comprehensive, the following companies are known to operate charter services in and around Utah County:

- All Resorts
- Lewis Brothers Stages
- Le Bus
- Premier Transportation

INTERCITY BUS & SHUTTLE COMPANIES

Intercity bus service is defined by the Federal Transit Administration as regularly scheduled bus service for the general public that operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, that has the capacity for transporting baggage carried by passengers, and that makes meaningful connections with scheduled intercity bus service to more distant points, if such service is available.

Companies that fit this definition with scheduled stops in Utah County are:

- Greyhound
- Salt Lake Express
- St. George Express
- Hail Harry
- Big Horn Express

KNOWN SPECIALIZED TRANSPORTATION PROGRAMS

At least 19 distinct agencies with individual specialized transportation programs were identified in Utah County. Among these agencies, Utah Valley Paratransit and Pick-Me-Up, Inc. provide the majority of trips. Agencies are listed in order starting with the most extensive transportation programs and ending with those with smaller scale operations.

UTAH VALLEY PARATRANSIT

Utah Valley Paratransit provides transportation services for the elderly and people with disabilities. Services are delivered through contracts with local agencies:

- UTA funded curb-side service for people with disabilities who are not able to use the UTA system (as described above)
- Mountainland Association of Governments Aging Program for five of nine local senior centers in Utah County
- Recreation and Habilitation (RAH!) for recreational trips for people with disabilities
- Contract services with sheltered workshops for people with disabilities

Utah Valley Paratransit is administered by United Way of Utah County and is based in Provo, Utah. Utah Valley Paratransit employs 50 Drivers, 4 dispatchers, and 5 administrators. In its most recent fiscal year, the agency provided approximately 95,000 individual trips. Currently, Utah Valley Paratransit owns and operates 30 vehicles (10 vans and 20 mini buses). Although none of the vans are wheelchair lift equipped, all of the mini buses are.

Based on information collected during informal discussions with Utah Valley Paratransit staff, trip costs range from \$10 to \$30 per trip. Trips provided for local senior centers through a contract with MAG cost \$10 per trip, while UTA's curb side dial-a-ride service costs approximately \$30 per trip. Regularly scheduled services that are offered through the MAG senior program contract are thought to be less expensive because the trip pattern is well established and the destination is fixed. Paratransit trips provided for UTA are more expensive because trip origins and destinations are not fixed and result in a more challenging task of route planning.

To address this issue, UTA employs state of the art route scheduling equipment and trained trip planners. Trips are grouped geographically to maximize the utilization of paratransit vehicles and driver time. UTA handles all trip scheduling and provides daily trip manifests to Utah Valley Paratransit drivers.

UTA paratransit services offered through Utah Valley Paratransit are limited to an area extending three-quarters of a mile on either side of established fixed routes.

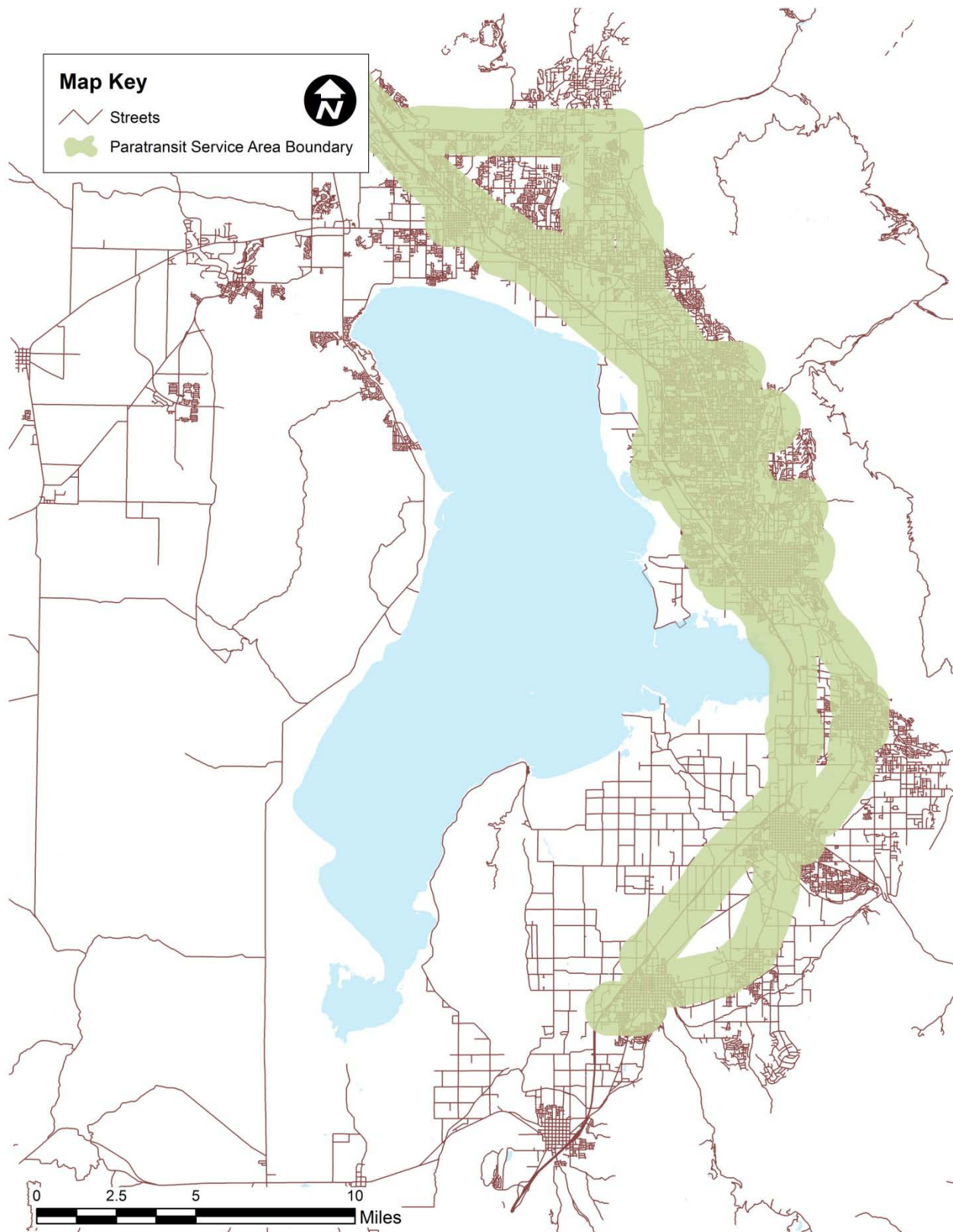
In addition to the UTA Paratransit contract, Utah Valley Paratransit provides daily trips for meals at local senior centers. Five senior centers are served, including:

- Lehi (with trips to Cedar Fort, Saratoga Springs & Eagle Mountain)
- Orem
- Pleasant Grove
- American Fork
- Springville

These services are provided under a contract between Utah Valley Paratransit and MAG. In its most recent fiscal year, Utah Valley Paratransit provided 9,900 passenger trips through this program.

Utah Valley Paratransit also coordinates with Recreation and Habilitation, known as RAH!, to meet the recreational needs of people with disabilities. RAH! provides its own drivers, but uses Utah Valley Paratransit's vehicles. Utah Valley Paratransit handles scheduling and dispatch for RAH!. According to information obtained during an informal meeting with Utah Valley Paratransit, this coordination arrangement has helped keep trip costs relatively low, despite the fact that RAH! clients originate from destinations county-wide. In its most recent fiscal year, Utah Valley Paratransit and RAH! cooperatively provided 4,900 trips.

FIGURE 8: UTA PARATRANSIT SERVICE AREA



PICKMEUP

PickMeUp is the contract provider for the State of Utah's Medicaid non-emergency medical transportation (NEMT) program. The private for-profit company has contracted with Medicaid since 2001 to provide statewide transportation services. When available public transit service is not adequate for medical appointments, PickMeUp provides door-to-door (and in some cases, door-through-door) transportation service for eligible Medicaid recipients.

This service is reserved only for those with the most severe disabilities and health issues. At any given time, PickMeUp provides rides for only three percent of Medicaid consumers. In most cases, PickMeUp requires physician approval in order to qualify for Medicaid-funded trips in its vehicles. There are some cases that automatically qualify a consumer for this service such as dialysis and age (85+). Additionally, other eligibility requirements exist. For instance, consumers cannot have a car in the household that works.

PickMeUp requires that appointments be made 24 hours in advance. However, the company uses a centralized dispatch, GPS tracking, and a real-time scheduling software system to help schedule any last minutes trip changes or emergencies that arise. PickMeUp maintains a current inventory of 32 vans and 22 taxis. All of PickMeUp's 32 vans are wheelchair lift equipped. These vehicles are kept at locations around the state including:

- | | |
|-------------|--------------|
| - Ogden | - Cedar City |
| - Salt Lake | - St. George |
| - Orem | - Blanding |
| - Richfield | - |

PickMeUp also provides transportation services outside of its Medicaid clientele. The company charges a flat pick-up fee of \$38, plus \$2.50/mile. Their regular hours are weekdays, 8:00 AM to 6:00 PM with a \$35 after-hours fee for any service outside of the regular hours. PickMeUp does not charge any additional fees for transporting wheelchairs.

MEDICAID NON-EMERGENCY MEDICAL TRANSPORTATION

Medicaid itself is not a transportation provider. The program does not own any of its own vehicles for use by Medicaid recipients. Instead, the program uses funds to contract with transportation providers for non-emergency medical services NEMT transportation (NEMT) for eligible Medicaid recipients. The program is administered by the Division of Health Care Financing.

NEMT is offered to recipients that qualify for Traditional Medicaid services and that lack transportation options to receive medical care. Medicaid provides transportation in four ways in Utah County:

- UTA Bus Travel: Provides bus tokens to Medicaid recipients for use on UTA fixed-route buses;
- UTA Paratransit: If a recipient qualifies through UTA to ride its local paratransit service, Medicaid will reimburse the transportation provider;
- Pick Me Up: This service is available to the severely disabled who are unable to use the curb-to-curb paratransit service; and
- Personal Reimbursement: If public transportation is not available in your area, Medicaid will reimburse your driving expenses.

The eligibility requirements to use each of these services are determined by Medicaid. Additional information about this program is included in the appendix.

PRIVATE SPECIALIZED TRANSPORTATION PROVIDERS – GOLD CROSS

Gold Cross provides NEMT services in Utah County and other communities along the Wasatch Front. They provide trips using 13 drivers and 11 specialty vans. All vans are wheelchair-lift equipped. Ridership is estimated at approximately 8,000 passengers a year.

PRIVATE SPECIALIZED TRANSPORTATION PROVIDERS – WASATCH TRANSPORTATION

Wasatch Transportation provides transportation for the Utah Schools for the Deaf and Blind. As part of this contract, Wasatch Transportation provides trips for students from communities within and surrounding Utah County to the Orem school for the deaf and blind. They also recently submitted a bid to the Division of Aging and Adult Services to manage a statewide senior ride sharing service that will allow older adults to donate their vehicles in exchange for trips. Although Wasatch Transportation did not fill out a survey, they expressed interest in participating in future coordination planning.

PRIVATE SPECIALIZED TRANSPORTATION PROVIDERS – UTAH SHUTTLE

Utah Shuttle is the Utah base for a national transportation company: RTW Management. Utah Shuttle offers paratransit and fixed-route, and intercity bus services (i.e. Big Horn Express). In addition, Utah Shuttle provides Federal Supply Schedule (Government Services Administration Schedule) transportation on a contract basis for local, state and federal governments. They offer long-term contracts tailored to the needs of local human service agencies. Their rates are hourly and depend on type of service provided. Utah Shuttle's services are offered statewide.

SCHOOL DISTRICTS

Three school districts provide student transportation to and from public schools in Utah County:

- Provo School District
- Alpine School District
- Mt. Nebo School District

Of these three agencies, only Provo School District responded to the survey. Provo School district employs 56 drivers, 3 dispatchers, and 1 administrator. Services are delivered using 46 buses, 16 of which are wheelchair equipped.

ALPINE TRANSITION AND EMPLOYMENT CENTER

ATEC is a sheltered workshop and school partnering with Alpine School District to assist people with disabilities in realizing their potential. ATEC is funded by Alpine School District, DSPD Vocational Rehab, ICF/MR, and private contracts. ATEC offers day training and supported employment for young adults with disabilities. ATEC provides transportation for all programs except job placement. Clients access services using UTA fixed routes, UTA Paratransit, and via Alpine School District buses.

UTAH STATE OFFICE OF REHABILITATION



The Utah State Office of Rehabilitation's mission is to assist eligible individuals in obtaining employment and increasing their independence. USOR supports independent living by developing and maintaining the State Plan for Independent Living. Currently, vocational rehabilitation services are offered through two branch offices in American Fork and Payson and a division office located in Provo. USOR subsidizes transportation through vouchers and bus passes on a limited basis. One vehicle is shared among three offices for transporting clients. It is used occasionally to assist clients in participating in vocational rehabilitation activities.

DIVISION OF AGING AND ADULT SERVICES

Senior centers outside of the MAG contract (see description above for Utah Valley Paratransit) provide their own transportation using county funds and funds from the Older Americans Act. Currently the following senior centers are not served by Utah Valley Paratransit:

- Goshen Senior Center
- Payson Senior Center
- Provo Eldred Center
- Santaquin Senior Center

Of these senior centers, only the Provo Eldred Center responded to the survey. The survey indicated that the Provo senior center's transportation needs are being met with one vehicle. The survey was the only survey received that indicated no interest in any of the listed coordination questions (see table 3 for a list of the questions asked and a tally of responses).

CHRYSLIS

Chrysalis is a private business that provides services for people with disabilities through contracts with the State Division of Services for People with Disabilities. Services are provided with six passenger vehicles, two of which are wheelchair-lift equipped. The agency employs three drivers and two administrators. Staff vehicles are also used to transport passengers. Employees are reimbursed for passenger trips with Medicaid funds. Chrysalis's response to the survey was unique in that it was the only agency that indicated "not sure" in response to their interest level for all categories of coordination efforts.



COMMUNITY ACTION SERVICES



Community Action Services and Food Bank is a non-profit organization based in Provo, Utah. Community Action Services customers include older adults and individuals with lower incomes and people with disabilities in all of Utah, Wasatch, and Summit Counties. CAS offers a wide range of on-site services for older adults, people with disabilities and individuals with lower incomes that are job seekers. CAS subsidizes transportation through vouchers and bus passes on a limited basis. In addition CAS provides a \$20 fuel voucher once per year for eligible recipients for medical or employment purposes.

TRI-CONNECTIONS

TRI Connections is a private non-profit agency that supports people with developmental disabilities and their families in community settings. Staff vehicles are used for transportation and staff are reimbursed using program funds. Among the staff owned vehicles used for passenger transportation, one is wheelchair-lift equipped.

DAYBREAK TRAINING SERVICES

Daybreak is a day treatment center that supports people with disabilities. They promote individual growth in an environment that encourages and teaches appropriate behavior, increases independence, and enhances each individual's work experience. Daybreak Training Services is licensed by the Utah Department of Human Services and a contracted service provider for the Division of Services for People with Disabilities. Daybreak Training Services provides transportation to local work centers for people with disabilities. Some clients arrive at Daybreak Training Services' on-site location via UTA fixed route and paratransit services.

KEY RESIDENTIAL SERVICES

Key Residential Services provides housing for people with disabilities. Key Residential Services is licensed with the Utah Department of Human Services and a contracted service provider for the Division of Services for People with Disabilities. Key Residential Services owns two passenger vehicles, neither of which are wheelchair lift equipped.

LIFE SKILLS VOCATIONAL CENTER

Life Skills Vocational Center provides training to people who have special needs. Life Skills Vocational Center is licensed with the Utah Department of Human Services and a contracted service provider for the Division of Services for People with Disabilities. Life Skills Vocational Center owns one vehicle that is not wheelchair lift equipped and employs three drivers and three administrators.

NORTHEASTERN SERVICES

Northeastern Services (NES) is licensed with the Utah Department of Human Services and a contracted service provider for the Division of Services for People with Disabilities. NES provides residential and supported living, vocational training, and host home services. NES owns four passenger vehicles, two of which are wheelchair lift equipped. NES also owns ten passenger buses that are not wheelchair lift equipped. NES employs 15 drivers and 2 administrators. During its most recent fiscal year, NES provided 3,650 trips.

UTAH COUNTY DIVISION OF SUBSTANCE ABUSE

The Utah County Division of Substance Abuse is the Local Substance Abuse Authority for Utah County. The division is responsible for prevention, treatment, and early intervention programs for both youth and adult citizens of Utah County. The Division provides transportation on a very limited basis. Employees of the Division will pick up mothers and children for the first six weeks of drug treatment to allow them time to find their own transportation. The Division employs ten drivers and six administrators, and owns three passenger vehicles, none of which are wheel chairlift equipped.

WASATCH MENTAL HEALTH

Wasatch Mental Health was founded in 1967 to provide quality mental health care for all individuals within Utah County. Wasatch Mental Health is a comprehensive community mental health center. It offers an array of programs and services for children, teens and adults.



Wasatch Mental Health owns 20 passenger vehicles and 10 passenger buses, none of which are wheelchair lift equipped. Wasatch Mental Health currently employs five drivers and 25 administrators.

UTAH SCHOOLS FOR THE DEAF AND BLIND – OREM EXTENSION



Utah Schools for the Deaf and the Blind (USDB) is an agency of the state of Utah which serves as a resource to the educational programs for students with sensory impairments. The Orem Extension of the Utah Schools for the Deaf and Blind offers a traditional 180 school day calendar for students at their campus in Orem. The USDB Orem Extension reported two passenger vehicles used for transporting students. USDB purchases trips for its students from Wasatch Transportation, as described above.

HUMAN SERVICE AGENCIES & ORGANIZATIONS WITH ON-SITE SERVICES

The following agencies operate facilities with on-site services used by older adults, people with disabilities and individuals with lower incomes that are job seekers. Figure 9 plots the locations of these agencies, as well as local hospitals on a map showing current UTA fixed routes and the paratransit service area.



DIVISION OF AGING AND ADULT SERVICES

- American Fork Senior Center
- Goshen Senior Center
- Lehi Senior Citizens Center
- Orem Senior Friendship Center
- Payson Senior Center
- Pleasant Grove Jacobs Senior Center
- Provo Eldred Center
- Santaquin Senior Center
- Springville Senior Center
- Senior Companion Program

UTAH STATE OFFICE OF REHABILITATION

- American Fork Office
- Payson Office
- Provo District Office

DIVISION OF SERVICES FOR PEOPLE WITH DISABILITIES

- American Fork Office
- Development Center
- Provo Office
- Spanish Fork Office

DIVISION OF WORKFORCE SERVICES

- American Fork Employment Center
- Provo Employment Center
- Spanish Fork Employment Center

DIVISION OF CHILD AND FAMILY SERVICES

- American Fork Office
- Orem Office
- Spanish Fork Office
- Western Region Administration Office

HEAD START PROGRAMS

- Kids On the Move: Early Head Start
- Mountainland Head Start

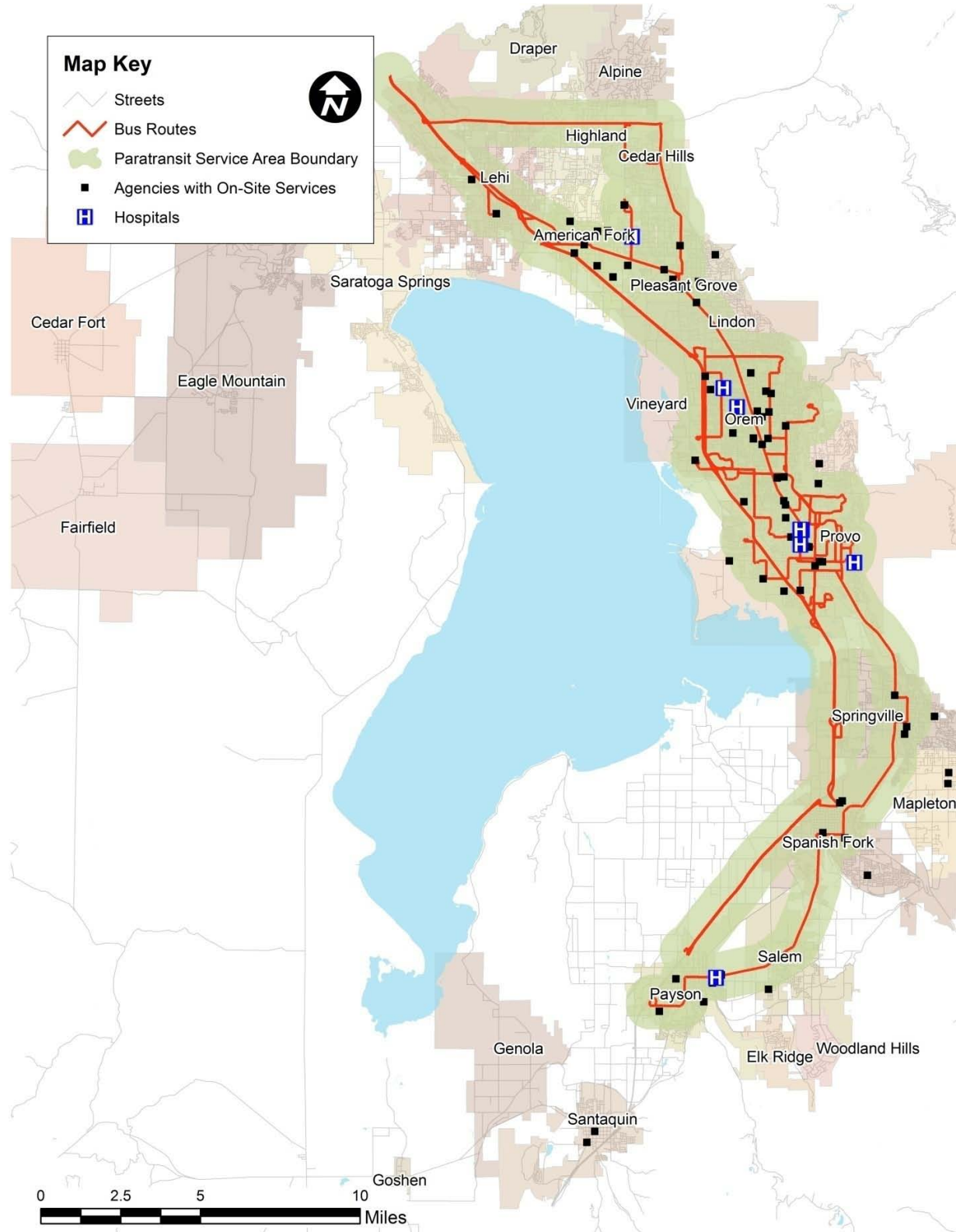
CARE CENTERS, RETIREMENT HOMES & HOSPICES

- 53 Locations throughout Utah County

OTHER AGENCIES AND ORGANIZATIONS WITH ON-SITE SERVICES

- Social Security Administration – Ogden Office
- Provo Medical and Dental Clinic
- Utah County Book Mobile
- Rise, Inc
- Central Utah Center for Independent Living
- Danville Services of Utah
-

FIGURE 9: AGENCY LOCATIONS & PROXIMITY TO UTA BUS ROUTES AND PARATRANSIT



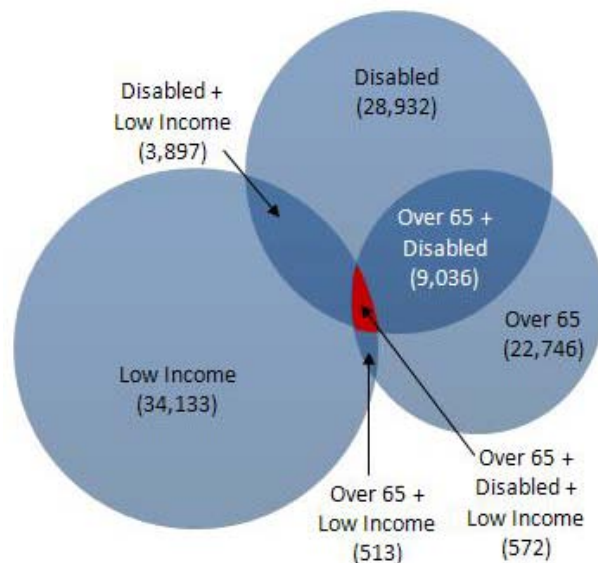
DEMOGRAPHICS

Utah County is the second most populated county in Utah containing just over half a million people (483,702) in 2007. The 2000 Census puts the county's population at 371,894, indicating a rapid average annual growth rate of 3.83 percent over the last seven years. Over the next three years, it is estimated that the population will grow by an annual average rate of 5.04 percent to a total population of 560,511. This rapid growth rate is projected to slow down to 2.65 percent between 2010 and 2020, and to 2.23 percent between 2020 and 2030. Even as the population ages in Utah County and growth begins to slow, these rates will result in significant increase in the absolute population of the county. In fact it is estimated that one million people will call Utah County home around 2035.

Detailed information about how the targeted population groups will change over the years is not available at the MPO level. However, sample data from the 2000 census survey provides a detailed look at each segment of the targeted population, including the overlap between each of the three groups. Table 10 displays data from the census (Summary File Three, Table PCT 34) that breaks down the targeted population group into seven unique categories. These categories are depicted in a three-ring Venn diagram in Figure 10, which shows the overlap between each of the population groups.

The information supplied by the census was expanded to the years 2007, 2010, and 2020 using the estimates provided for those years by the Governor's Office of Planning and Budget. This data is presented in Tables 7, 8, and 9, respectively. The information shows an estimate of how the targeted population groups might grow over time. It is important to note, however, that the data in these tables represents a simple expansion based on the percentage increases from Table 6. It does not account for dynamic changes that are likely to occur over time, such as the older adult population growing at a faster rate than other population groups because of the aging baby boomer generation. To provide this dynamic perspective, Figure 11 shows how the Utah County older adult population will grow between now and 2030. No data is readily available to depict dynamic changes in the low income or disabled populations.

FIGURE 10: OVERLAP BETWEEN TARGETED POPULATION GROUPS: 2000



Source: US Bureau of the Census, 2000

TABLE 6: POPULATION GROWTH RATE: ANNUAL AVERAGE RATE OF CHANGE

Year	Population	AARC Over Preceding Period
2000	371,894	N/A
2007	483,702	3.83%
2010	560,511	5.04%
2020	727,718	2.65%
2030	907,210	2.23%

Source: Governor's Office of Planning and Budget, 2007, 2010, and 2020 Population Estimates

Notes: AARC = Average Annual Rate of Change

TABLE 7: UTAH COUNTY 2007 TARGETED POPULATION DEMOGRAPHICS

	Over 65		Low Income		Disabled		Total Population
	Total	% of Total Population	Total	% of Total Population	Total	% of Total Population	
Alpine	678	7.1%	298	3.1%	701	7.3%	9,583
American Fork	2975	11.2%	904	3.4%	3026	11.4%	26,472
Cedar Fort	68	18.9%	37	10.4%	71	19.8%	360
Cedar Hills	445	5.0%	344	3.8%	538	6.0%	8,957
Draper	22	3.9%	11	2.0%	39	7.1%	558
Eagle Mountain	251	1.4%	437	2.5%	809	4.5%	17,832
Elk Ridge	156	6.6%	86	3.6%	135	5.7%	2,361
Genola	143	12.0%	94	7.9%	145	12.2%	1,191
Goshen	98	10.2%	106	11.0%	157	16.4%	960
Highland	985	6.8%	253	1.7%	1136	7.8%	14,591
Lehi	2612	7.1%	1579	4.3%	3598	9.8%	36,885
Lindon	752	7.5%	235	2.3%	992	9.9%	10,026
Mapleton	828	11.0%	349	4.6%	880	11.7%	7,536
Orem	8782	9.4%	6652	7.1%	11835	12.7%	93,078
Other Utah Co.	712	13.9%	335	6.5%	634	12.4%	5,128
Payson	2155	12.6%	1061	6.2%	2753	16.1%	17,115
Pleasant Grove	2789	8.8%	1690	5.4%	3394	10.8%	31,552
Provo	8928	7.6%	28136	23.9%	13063	11.1%	117,592
Salem	662	11.2%	207	3.5%	673	11.4%	5,903
Santaquin	580	7.9%	136	1.9%	943	12.9%	7,312
Saratoga Springs	435	3.8%	286	2.5%	659	5.7%	11,570
Spanish Fork	2494	8.7%	1055	3.7%	3463	12.1%	28,674
Springville	3094	11.5%	1825	6.8%	3297	12.3%	26,864
Vineyard	26	16.7%	0	0.0%	27	17.7%	155
Woodland Hills	98	7.5%	32	2.4%	87	6.7%	1,301
Utah County	40,768	8.4%	46,150	9.5%	53,056	11.0%	483,702

Sources: US Bureau of Census, 2000; Governor's Office of Planning and Budget, Population Estimates

Notes: Year 2000 Census data was projected using growth factors from GOPB estimate

TABLE 8: UTAH COUNTY 2010 TARGETED POPULATION DEMOGRAPHICS

	Over 65		Low Income		Disabled		Total Population
	Total	% of Total Population	Total	% of Total Population	Total	% of Total Population	
Alpine	699	7.1%	308	3.1%	723	7.3%	9,884
American Fork	3308	11.2%	1006	3.4%	3364	11.4%	29,434
Cedar Fort	79	18.9%	43	10.4%	82	19.8%	416
Cedar Hills	583	5.0%	451	3.8%	705	6.0%	11,737
Draper	93	3.9%	48	2.0%	170	7.1%	2,400
Eagle Mountain	369	1.4%	643	2.5%	1191	4.5%	26,239
Elk Ridge	207	6.6%	114	3.6%	180	5.7%	3,133
Genola	179	12.0%	118	7.9%	182	12.2%	1,494
Goshen	96	10.2%	103	11.0%	153	16.4%	937
Highland	1223	6.8%	314	1.7%	1409	7.8%	18,107
Lehi	3367	7.1%	2036	4.3%	4639	9.8%	47,555
Lindon	849	7.5%	265	2.3%	1120	9.9%	11,318
Mapleton	963	11.0%	406	4.6%	1023	11.7%	8,764
Orem	8938	9.4%	6770	7.1%	12044	12.7%	94,725
Other Utah Co.	1843	13.9%	867	6.5%	1642	12.4%	13,276
Payson	2420	12.6%	1191	6.2%	3092	16.1%	19,221
Pleasant Grove	3045	8.8%	1845	5.4%	3705	10.8%	34,446
Provo	9212	7.6%	29031	23.9%	13478	11.1%	121,330
Salem	1010	11.2%	316	3.5%	1026	11.4%	9,004
Santaquin	864	7.9%	202	1.9%	1404	12.9%	10,882
Saratoga Springs	675	3.8%	444	2.5%	1022	5.7%	17,936
Spanish Fork	2972	8.7%	1258	3.7%	4127	12.1%	34,173
Springville	3517	11.5%	2074	6.8%	3747	12.3%	30,536
Vineyard	326	16.7%	0	0.0%	346	17.7%	1,955
Woodland Hills	110	7.5%	36	2.4%	98	6.7%	1,461
Utah County	46,946	8.4%	49,888	8.9%	60,673	10.8%	560,511

Sources: US Bureau of Census, 2000; Governor's Office of Planning and Budget, Population Estimates

Notes: Year 2000 Census data was projected using growth factors from GOPB estimate

TABLE 9: UTAH COUNTY 2020 TARGETED POPULATION DEMOGRAPHICS

	Over 65		Low Income		Disabled		Total Population
	Total	% of Total Population	Total	% of Total Population	Total	% of Total Population	
Alpine	802	7.1%	353	3.1%	830	7.3%	11,340
American Fork	4061	11.2%	1235	3.4%	4131	11.4%	36,139
Cedar Fort	469	18.9%	258	10.4%	492	19.8%	2,485
Cedar Hills	611	5.0%	472	3.8%	738	6.0%	12,295
Draper	189	3.9%	96	2.0%	344	7.1%	4,856
Eagle Mountain	642	1.4%	1119	2.5%	2072	4.5%	45,653
Elk Ridge	368	6.6%	203	3.6%	320	5.7%	5,578
Genola	346	12.0%	228	7.9%	351	12.2%	2,886
Goshen	132	10.2%	143	11.0%	212	16.4%	1,294
Highland	1468	6.8%	377	1.7%	1692	7.8%	21,735
Lehi	4742	7.1%	2868	4.3%	6532	9.8%	66,967
Lindon	1030	7.5%	321	2.3%	1358	9.9%	13,722
Mapleton	1280	11.0%	540	4.6%	1359	11.7%	11,644
Orem	9316	9.4%	7056	7.1%	12554	12.7%	98,732
Other Utah Co.	1905	13.9%	897	6.5%	1697	12.4%	13,723
Payson	3807	12.6%	1874	6.2%	4863	16.1%	30,234
Pleasant Grove	3410	8.8%	2066	5.4%	4149	10.8%	38,578
Provo	9966	7.6%	31406	23.9%	14581	11.1%	131,258
Salem	1909	11.2%	598	3.5%	1940	11.4%	17,022
Santaquin	1605	7.9%	375	1.9%	2608	12.9%	20,219
Saratoga Springs	1442	3.8%	948	2.5%	2184	5.7%	38,325
Spanish Fork	4004	8.7%	1694	3.7%	5560	12.1%	46,042
Springville	5118	11.5%	3019	6.8%	5453	12.3%	44,438
Vineyard	1754	16.7%	0	0.0%	1864	17.7%	10,526
Woodland Hills	117	7.5%	38	2.4%	105	6.7%	1,558
Utah County	60,493	8.31%	58,183	8.00%	77,990	10.72%	727,718

Sources: US Bureau of Census, 2000; Governor's Office of Planning and Budget, Population Estimates

Notes: Year 2000 Census data was projected using growth factors from GOPB estimate

TABLE 10: UTAH COUNTY 2000 TARGETED POPULATION DEMOGRAPHICS

Places	TOTAL POPULATION	OVER 65 ALONE	OVER 65 AND LOW INCOME	OVER 65 AND DISABLED	OVER 65, LOW INCOME, AND DISABLED	BETWEEN 5-64 & DISABLED	BETWEEN 5-64 AND LOW INCOME	BETWEEN 5-64, LOW INCOME, AND DISABLED	TOTAL TARGETED POPULATION	TARGET AS % OF TOTAL
Alpine	7,325	364	25	121	8	394	182	13	1,107	15%
American Fork	21,925	1,626	45	744	49	1,628	570	85	4,747	22%
Cedar Fort	318	40	0	17	3	40	27	3	130	41%
Cedar Hills	3,098	106	5	42	1	133	103	10	400	13%
Draper	25,436	744	0	245	0	1,512	462	43	3,006	12%
Eagle Mountain	2,203	19	0	12	0	81	47	7	166	8%
Elk Ridge	1,865	90	0	31	2	72	64	2	261	14%
Genola	1,002	80	0	38	2	82	77	0	279	28%
Goshen	862	61	2	23	2	99	74	17	278	32%
Highland	7,966	350	0	188	0	432	138	0	1,108	14%
Lehi	19,150	935	15	387	19	1,363	687	99	3,505	18%
London	8,368	411	23	186	8	611	142	23	1,404	17%
Mapleton	5,868	464	24	150	7	506	219	22	1,392	24%
Orem	84,333	5,610	130	2,078	139	7,649	4,901	857	21,364	25%
Other Utah Co.	3,566	332	0	150	13	251	193	27	966	27%
Payson	12,825	1,049	34	468	64	1,348	514	183	3,660	29%
Pleasant Grove	23,541	1,409	0	629	43	1,670	1,028	190	4,969	21%
Provo	105,258	5,729	123	2,014	126	7,607	22,990	1,946	40,535	39%
Salem	4,387	317	3	157	15	311	119	17	939	21%
Santaquin	4,900	245	8	129	7	476	56	20	941	19%
Saratoga Springs	930	23	0	8	4	32	10	9	86	9%
Spanish Fork	20,271	1,212	27	497	27	1,812	580	112	4,267	21%
Springville	20,519	1,607	34	691	31	1,593	1,126	203	5,285	26%
Vineyard	192	24	0	8	0	26	0	0	58	30%
Woodland Hills	1,027	53	3	21	0	45	19	3	144	14%
Utah County Total	371,894	22,746	513	9,036	572	28,932	34,133	3,897	99,829	27%

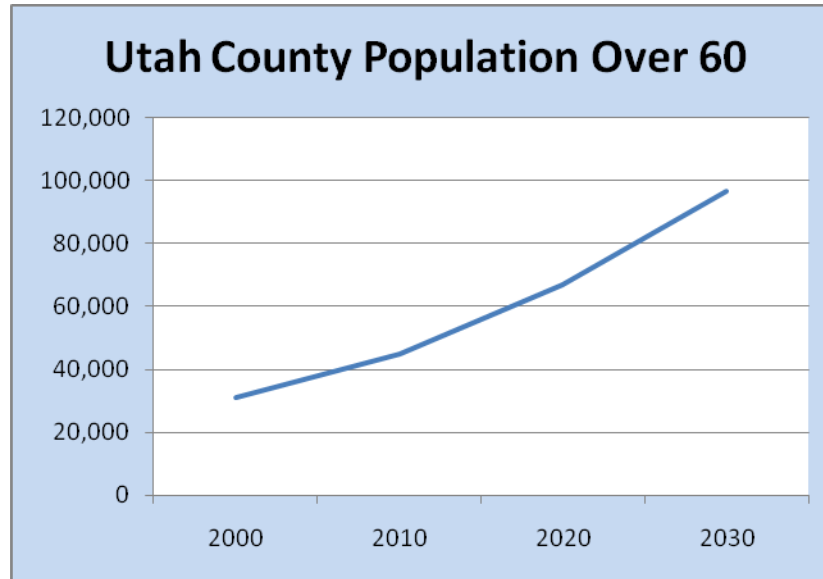
Source: US Bureau of the Census, 2000 Census

TABLE 11: GROWTH IN UTAH COUNTY OLDER ADULT POPULATION

Year	Population Over 60	AARC
2000	31,263	N/A
2010	44,954	3.7%
2020	67,196	4.1%
2030	96,702	3.7%

Source: Governor's Office of Planning and Budget

FIGURE 11: GROWTH IN UTAH COUNTY OLDER ADULT POPULATION



Source: Governor's Office of Planning and Budget

TRANSPORTATION NEEDS

The Utah County MPO represents one of the most urbanized areas in Utah. As such, the transportation needs and issues faced by disadvantaged groups are different from most of the rest of the state. For instance, the Utah Transit Authority covers a large portion of the Utah County area. This agency has been operating for several decades and has vast experience and has developed sophisticated techniques in determining how many buses it operates at any given time and where those buses go (see Figures 5, 6, and 7 for maps of UTA's current bus routes).

Additionally, UTA is required by the ADA (Americans with Disabilities Act) to offer comparable mass transit opportunities for those with disabilities. Utah Valley Paratransit, UTA's paratransit service for Utah County, is responsible for providing transportation for people with physical, cognitive or visual disabilities who are functionally unable to independently use fixed-route service. Currently, this service is available to those that qualify and live up to ¾-mile from a fixed-route bus stop.

Many of the needs and issues identified in the focus groups and workshop meeting were connected in some way with these two services. This is a natural reaction given that these agencies are at the frontline in the struggle to assist disadvantaged populations with their transportation needs. In fact, for many of the transportation consumers that took part in this study, their experience and knowledge does not extend past interaction with these two agencies.

To counteract the instinct to focus solely on UTA, the facilitators of the workshop and focus group meetings specifically pointed the attendees' attention to other needs and issues unrelated to UTA's fixed route and paratransit services. By expanding the scope of the dialogue, both consumers and their human service agency representatives were able to "think outside of the UTA box" and identify and assess transportation needs independent of UTA. This, in turn, opened up the pathway to creatively brainstorm solutions and to see coordinated opportunities.

This section summarizes the needs identified for the Utah County MPO. See Chapter 3: Methods for a description of how these needs were identified.

NEED FOR TRANSPORTATION ACCESS BETWEEN RURAL AND URBAN LOCATIONS

Need: Improved public transportation options are needed between the urban areas of Utah County and its rural towns.

Discussion: The need for public transportation service to connect communities in rural Utah County and urban Utah County was highlighted during the outreach meetings. While UTA is able to serve the majority of Utah County cities and town, there are places that do not have service at all (see Figure 12). These towns are generally located on the periphery of the county and are among the fastest growing communities in the state. As highlighted in the demographic description above, towns such as Santaquin, Eagle Mountain and Saratoga Springs have seen substantial growth over the past decade. Despite this growth, these towns remain outside of UTA's service area. While Saratoga Springs and Eagle Mountain are set to join the UTA service area in the near future, the bus route will not likely extend west past the intersection of SR-68 and SR-73 (Redwood Road and Lehi's Main Street). This leaves the majority of Cedar Valley without bus service. Members of the targeted population that live in these areas are often unable to independently travel to work, appointments, or other errands in nearby major cities.

Based on the demographic analysis presented earlier in this plan, several of these cities without UTA service contain relatively high counts of the targeted population. For instance, over 40 percent of Cedar Fort's population in 2000 fell in the targeted population categories, the highest percentage of all the cities of Utah County. Also, Goshen contained a relatively high proportion of the targeted population at 32 percent. The demographic makeup of these communities consists of many older adults that have aged in place. But there are also a relatively high number of disabled persons as well. These communities represent major clusters of transportation-disadvantaged populations around the periphery of Utah County that lack opportunity to access services within the urban areas.

NEED FOR IMPROVED LOCAL CIRCULATION

Need: The design of UTA's fixed routes is not conducive for local circulation within Utah County. Many of those in the targeted population are unable to use UTA's fixed-route service to meet their daily transportation needs.

Discussion: The design of UTA's fixed-route bus service has been responsive to the market demand for fast and frequent public transportation. Today, the majority of bus routes are express routes that transport Utah County commuters to Salt Lake City and to the academic centers of Utah Valley University and Brigham Young University (see Figures 5, 6, and 7). In order to facilitate this move to a more market based transit program, many of the historically winding routes through the local cities that residents found convenient for shopping, medical appointments, and other errands were eliminated. Participants in the outreach meetings noted the irony that it can often be more difficult to reach the local supermarket than to travel to Salt Lake or Provo on a bus.

Some specific examples were shared concerning the difficulty of reaching local destinations. For instance, some service providers reported difficulty in accessing the many human service agencies and medical facilities along Freedom Boulevard in Provo. While buses travel in the area, their schedules and routes are uncoordinated to a degree that makes it very hard for consumers to effectively access destinations on Freedom Boulevard.

The issue of evening bus service also complicates local circulation. Focus group participants noted that bus routes often severely limit service in the evening hours. This makes it tough for residents that work during the daytime to perform errands. However, bus schedules show that service is available on local buses until 10:00 PM. This indicates a degree of misunderstanding of bus schedules and shows that perhaps a perception of poor evening bus service exists among the targeted population. Regardless, residents expressed the need for more adequate local circulation around the communities of Utah County for help in reaching their transportation needs.

NEED TO OVERCOME OBSTACLES TO EFFECTIVELY USING PUBLIC TRANSPORTATION

Need: Members of the targeted population face several obstacles in accessing and using UTA's fixed-route service. There is a need for improvement within UTA's programs as well as within local communities to overcome obstacles that limit individuals' ability to use the service.

Discussion: UTA's fixed-route service poses several obstacles to members of the targeted population. For instance, human service agencies provide some of their consumers with punch card passes good for travel on UTA. However, express bus routes require more punches than do local buses. Because of this, the consumer is forced to choose between local buses with significantly extended travel times to locations, or risk depleting their punch cards before being issued new ones. In reality, this is even a greater issue in the minds of members of the targeted population. One participant in the focus groups reported that his punch pass is not accepted at all by express routes. His trip from Springville to Salt Lake on local buses can easily exceed two hours in each direction and expend up to five punches. The possibility of committing half a day to travel and spending a majority of one's

monthly punch passes for a single trip poses a formidable obstacle to consumers needing to reach Salt Lake City or other distant locations.

Bus stops pose another obstacle to the targeted population. In many cases, they are simply not useable for the disabled or the elderly due to the location or nearby terrain. Some stops are difficult to reach if there is a steep slope or the stop is not accessible by an improved sidewalk. Additionally, if the stop does not have a protective shelter, the public is subject to inclement weather and many of the targeted population are unable to wait for the bus.

Table 12 shows bus stop data for Utah County provided by UTA. As shown on the table, 22 percent of bus stops in Utah County are on dirt or grass, with the majority (76 percent) on a paved surface. Only one percent of bus stops are equipped with an ADA pad. However, as reported by the targeted population, oftentimes it is not the actual bus stop that poses a challenge, it is the approach to the bus stop. These matters are often beyond UTA's area of influence and would require involvement from local cities and property owners.

There is a need for improvements both within UTA's programs and in local communities to overcome obstacles that keep individuals from accessing transportation.

TABLE 12: UTA BUS STOPS IN UTAH COUNTY CITIES AND TOWNS

	Number of Bus Stops	Bus Stops with Benches	Bus Stops with Shelter	Bus Stop Landing			
				Dirt	Grass	Hard Surface	ADA Pad
Alpine	0	0	0	0	0	0	0
American Fork	36	3	4	8	13	14	1
Cedar Fort	0	0	0	0	0	0	0
Cedar Hills	2	0	0	1	1	0	0
Draper	0	0	0	0	0	0	0
Eagle Mountain	0	0	0	0	0	0	0
Elk Ridge	0	0	0	0	0	0	0
Genola	0	0	0	0	0	0	0
Goshen	0	0	0	0	0	0	0
Highland	6	0	0	0	5	1	0
Lehi	25	1	2	8	1	15	1
Lindon	17	4	0	3	4	10	0
Mapleton	0	0	0	0	0	0	0
Orem	241	7	7	5	38	196	2
Other Utah Co.	2	0	0	2	0	0	0
Payson	28	2	1	3	3	21	1
Pleasant Grove	22	2	0	3	8	11	0
Provo	362	37	34	5	41	313	3
Vineyard	0	0	0	0	0	0	0
Salem	10	1	0	3	1	6	0
Santaquin	0	0	0	0	0	0	0
Saratoga Springs	0	0	0	0	0	0	0
Spanish Fork	33	3	0	3	13	17	0
Springville	32	3	0	7	6	19	0
Vineyard	0	0	0	0	0	0	0
Woodland Hills	0	0	0	0	0	0	0
Utah County Total	816	63	48	51	134	623	8
Percent of Total	N/A	7.7%	5.9%	6.3%	16.4%	76.3%	1.0%

Source: UTA, 2008

NEED TO IMPROVE NON-EMERGENCY MEDICAL TRANSPORTATION

Need: There is a need for expanded non-emergency medical transportation (NEMT) services in Utah County.

Discussion: Comments received from the outreach efforts noted while some services are available for transportation to non-emergency medical appointments, expanded and/or improved services are needed to meet the non-emergency medical needs of the targeted population. Medical appointments are among the most necessary and important of all the transportation needs of a person. Part of the reason NEMT services are so

important is because if left untreated, non-emergency medical conditions can worsen and become life threatening emergencies. Lack of transportation is often cited as a reason for missed appointments and for going without routine medical care.

Two services are available to the eligible members of the targeted population for non-emergency medical transportation: UTA's paratransit service and PickMeUp. Each of these services maintains strict eligibility requirements. The paratransit service is only available to those living within ¾-mile of a UTA fixed route who can demonstrate that they are unable to use fixed route services. This requirement leaves many developed areas within Utah County out of the permitted service zone. Even if a person has a disability significant enough to qualify for the paratransit service, that opportunity is only available depending on the location of their residence.

PickMeUp, the statewide contracted NEMT provider for the state's Medicaid program, also has strict eligibility requirements. This company provides non-emergency medical transportation for only the most severe cases of disability and health issues. Additionally, other rules complicate the issue. For instance, PickMeUp will not provide service to consumers if they have a vehicle registered in their name regardless of whether or not they still drive the vehicle.

While private taxis are available for transportation, they are often viewed as expensive options and are avoided by lower income individuals. Family and friends are also an option for NEMT, but continual reliance on the family and loved ones leads to decreased independence. Furthermore, family and friends are not always a reliable alternative, especially for individuals who aren't fortunate enough to have such resources.

To summarize, existing gaps in NEMT coverage include:

- Individuals who are not eligible for paratransit or Medicaid
- Individuals who cannot afford taxi or private automobile alternatives
- Individuals who do not have family or friends available on a regular basis

To help eliminate these gaps in coverage, expanded NEMT service is needed to meet the medical needs of members of the targeted population.

NEED TO EXPAND PARATRANSIT SERVICE

Need: There is a need for expanded paratransit service.

Discussion: Many of those in the targeted population use UTA's paratransit service as an important source of public transportation. Of those trips, the most necessary and important are those done for non-emergency medical transportation (addressed above). However, other needs arise beyond those of NEMT service. Outreach activities identified other transportation needs such as:

- | | |
|--------------|------------------------------|
| - Employment | - Church |
| - School | - Recreation |
| - Shopping, | - Other personal activities. |

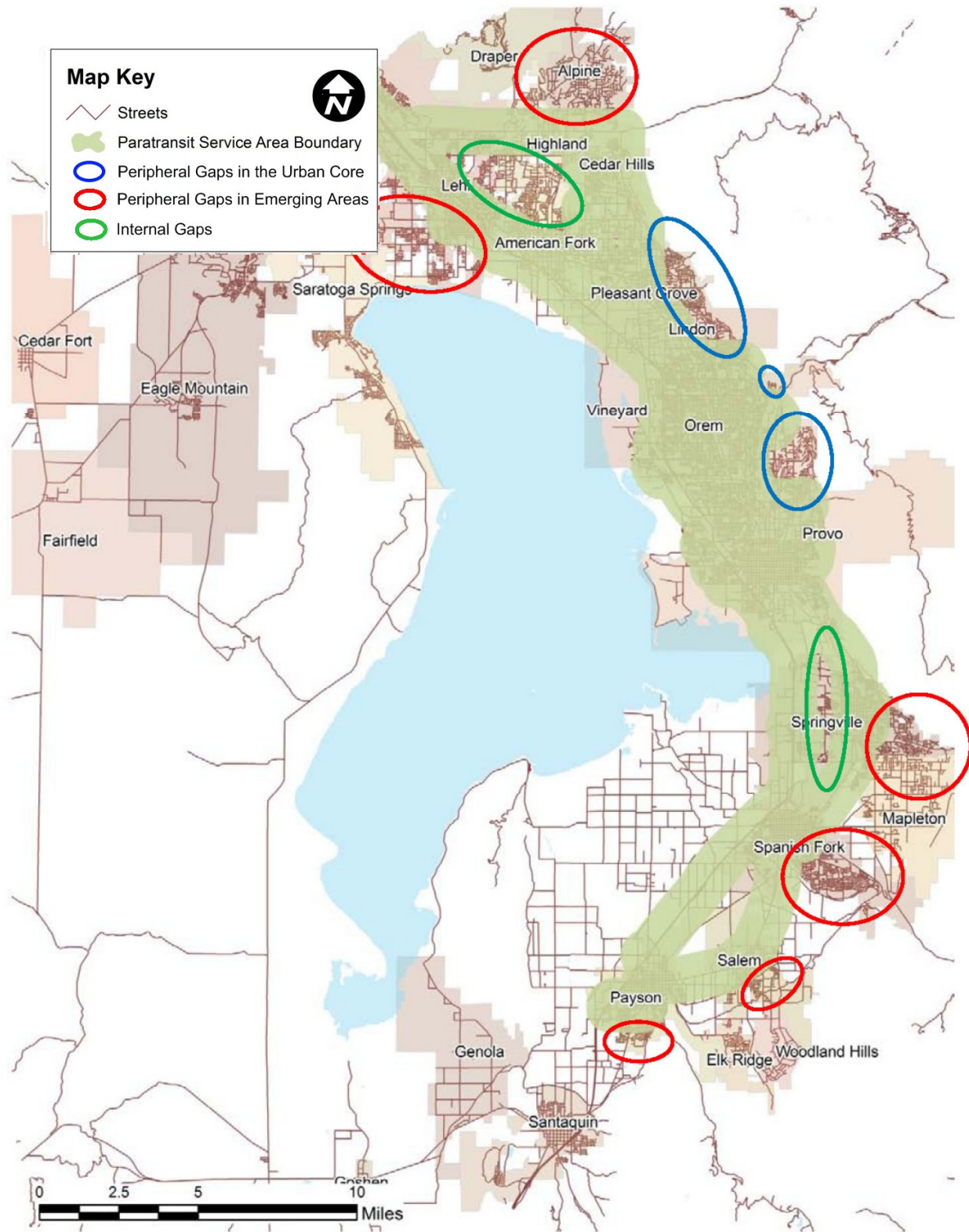
Because paratransit service is only eligible to those living within ¾-mile of a fixed route who can demonstrate that they are unable to use fixed route services, many members of the targeted population are unable to use the service.

Figure 12 shows an overlay of the areas served by paratransit service (shown in light green) and local streets (shown in dark red). The map was prepared to show the locations within Utah County where clusters of local streets have formed over the years. In an aerial view, those street clusters represent developed areas. The contrast between the white background and the dark red street network helps highlight areas where people live in Utah County. By overlaying this street network with the paratransit service area, it becomes clear that many populated areas are located outside of the paratransit service area. One indication of this is the street network that is visible on the map. Not only are vast areas on the periphery of the county excluded from paratransit, but there are also areas in residential cities where paratransit is not provided. These cities include:

- Alpine
- American Fork
- Highland
- Lehi
- Eagle Mountain
- Saratoga Springs
- Pleasant Grove
- Provo
- Springville
- Mapleton
- Spanish Fork
- Salem
- Payson

Based on the demographic data presented earlier in this plan, it is known that each of these communities is home to members of the targeted population. This demographic data combined with the absence of paratransit services in the locations highlighted on the map (See Figure 12) suggests that there are unmet transportation needs in these areas.

FIGURE 12: GAPS IN UTA PARATRANSIT SERVICE AREA



NEED TO IMPROVE AWARENESS OF TRANSPORTATION COSTS

Need: Local human service agencies need to be more fully aware of the costs of transportation.

Discussion: Over the course of the regional workshop and through discussions with human service agencies, it became clear that many agencies are not fully cognizant of the costs associated with transportation. This lack of awareness was demonstrated in the following ways:

- **Locating New Facilities:** Figure 9 shows the fixed bus routes and the location of human service agencies. While many of the agencies are located on or near a bus route, there are several obvious exceptions that require consumers to walk in excess of one mile from the nearest bus stop. Some areas, such as the American Fork Employment Office, are essentially inaccessible on foot. Despite more robust transportation infrastructure available in already developed areas, many agencies locate their facilities on the periphery to capitalize on lower real estate values. These agencies often regret the choice when confronted with the on-going cost of transporting their clients to and from their facility on a daily basis.
- **Unreasonable Expectations:** Based on the feedback received through surveys and at outreach meetings, there appears to be an expectation by service providers that UTA can and should cover all public transportation needs for the targeted population. While there are, as this report points out, several obstacles, needs, and gaps in UTA's service to the targeted population, there is little understanding on behalf of the public and local agencies of the cost required to meet these needs.
- **Cost of Operations:** A common trend in many communities is to over-emphasize the need for capital equipment and to underestimate the need for operating funds. Some service providers' transportation needs become manifested in the need for a vehicle. Since capital funds are often easier to obtain than on-going operating funds, many agencies find it fairly easy to purchase a vehicle. However, they often underestimate the cost of owning and maintaining the agency vehicle and are unable to operate it as they had initially planned. This results in many vehicles being underutilized.

These issues point out the need for service providers to better understand the costs associated with providing transportation. Improved awareness of and education about the costs associated with transportation will enable local agencies to make better decisions, to have a more effective dialogue with local transportation providers, and to adequately plan for future transportation needs.

NEED TO IMPROVE AWARENESS ABOUT COORDINATION AND AVAILABLE SERVICES

Need: Transportation service providers experience an overall lack of understanding about available transportation services for their consumers and the benefits of coordination. Networking and education are needed to encourage utilization of existing services and to provide resources for effective coordination efforts.

Discussion: There is a general lack of understanding amongst service providers about the concept of transportation coordination. Service providers need to be educated about the Federal Interagency Coordinating Council on Access and Mobility Vehicle Resource Sharing Final Policy Statement (see Appendix A), which states grant-recipients may "share the use of their own vehicles if the cost of providing transportation to the community is also shared." This means agencies can coordinate transportation and provide services to all members of the targeted population without losing funding.

Service providers are also generally unaware of what other transportation providers are doing. This has resulted in inefficient transportation redundancies. For instance, it was discovered that two different agencies make frequent

trips to Cedar Valley along the far western edge of the county. In each case, transportation was provided for very few consumers. By learning about coordination and what other agencies are doing, service providers will be able to identify redundancies and find ways to improve transportation.

Service providers also acknowledged a lack of understanding about the multiple services available to their clients. Better awareness of existing transportation options can assist agencies in taking advantage of these possibilities and providing better transportation services. For instance, it became clear that several agencies in the workshop were not familiar with the requirements and operating practices of the UTA paratransit services or PickMeUp. By being aware of the variety of transportation options available, human service providers can better assist their consumers in meeting their transportation needs.

NEED TO IMPROVE AWARENESS ABOUT LIABILITY ISSUES

Need: Transportation service providers indicated coordination efforts are hindered by concern about liability risks. Concerns regarding liability need to be addressed to facilitate effective coordination efforts. Both service providers and members of the targeted population would benefit from education on this topic.

Discussion: When providing transportation services to members of the targeted population outside an agency's normal clientele, service providers are concerned about liability issues. For example, school district vehicles are idle when not being used to transport students to and from school and during the summer months and in the mid-day and evening hours. However, district officials expressed valid concerns about liability issues associated with allowing other human-service agencies and members of the targeted population to utilize school district vehicles. The reality, though, is that other communities in the United States have found success in working with their underwriters to come up with workable solutions for dealing with complex liability risks. Education for decision makers about how strict travel restrictions negatively affect the traveling public combined with information about how to overcome liability barriers would facilitate improved coordination among agencies.

A similar example relates to the use of volunteers as drivers. Greater use of volunteers to provide transportation is an attractive option for human service agencies that are short on funding. However, the use volunteer drivers pose a potential liability concern and could result in increased insurance costs that would erase any cost savings from using volunteers. There is a need for human service agencies to receive training on how to potentially use volunteers effectively while avoiding increased insurance costs.

NEED TO ADDRESS PERCEIVED BARRIERS TO TRANSPORTATION

Need: There is a need to dispel false perceptions of transportation barriers.

Discussion: The need to overcome perceived barriers is touched upon in each of the need statements identified in this section. The issue, however, warrants additional discussion. Throughout this section, there are examples of perceived barriers to accessible transportation. The following list summarizes those needs identified in this plan that are surrounded by false perceptions:

- Eligibility requirements
- Liability and insurance issues
- Service availability and schedules
- The need for capital assistance (i.e. the need for vehicles)

From misconceptions about liability issues to false assumptions about eligibility requirements, there is a clear need on behalf of the targeted population and local service providers to dispel falsehoods and misconceptions that act as barriers to transportation.

STRATEGIES TO ADDRESS NEEDS

As the analysis transitions from a discussion about needs to a discussion about strategies, three points need to be made:

- **Relationship between funding and coordination:** Essentially all transportation problems could be solved if there were an unlimited supply of funding. The reality is that funding is limited, while costs and needs continue to expand. Therefore, success will require effective coordination efforts to increase program efficiencies within existing resources. Whatever new funding is available should be used strategically to bolster coordination efforts.
- **Implementing strategies:** Coordination is already occurring at a local, regional and statewide level. By building on current efforts, the strategies recommended in this plan will be more likely to succeed. The recommended strategies are designed to work in concert with strategies identified at the regional (i.e. MAG as a whole) and statewide planning levels. These strategies should not be implemented (in some cases they cannot be implemented) without cooperation between regional and statewide planning entities including MAG, UDOT, WFRC, and UTA.
- **Scope of strategies:** The strategies proposed here are broad and not specific. The study was not intended to identify a prioritized list of potential “wheels on the ground” transportation projects. It does not indicate any particular vehicle to be purchased, or consolidation agreement to be enacted. Rather, its intent is to initiate the coordination process by getting the right players to the table (for many attendees of the workshop, it was the first time they had heard about coordination or met other agencies that have transportation programs) to gain insight into key issues and to develop a broad strategy to begin addressing those issues.

STRATEGY 1 - ESTABLISH A HUMAN SERVICE TRANSPORTATION COORDINATION COUNCIL AND WORKING GROUP

Discussion: Establishing a committee to explore and discuss continued coordination activities in Utah County will help maintain the enthusiasm evident in the focus group and service provider workshop. This committee will serve as advocates for coordination in the community and can be available to conduct education and training. Additionally, this committee will assist in helping the county focus on the coordination strategies contained in this plan as well as assist in updating future coordinated human service transportation plans.

Recommendation: Establish a committee that meets regularly to carry out the recommendations of this study. The committee should consider pursuing the following activities:

- Work with UDOT, United We Ride and MAG to improve awareness about funding, regulatory and liability issues among local human service and transportation providers
- Work with the State Department of Health and Human Services, UDOT and MAG to increase awareness of programs like 211 and to implement a referral program specifically for human service transportation programs

- Collaborate with UDOT, United We Ride, and MAG to regularly update the local human service transportation coordination plan
- Collaborate with the UTA Committee on Accessible Transportation (CAT)

STRATEGY 2 - PROVIDE SUPPORT FOR TRAVEL TRAINING WITHIN LOCAL AGENCIES

Discussion: Travel training for members of the targeted population was identified in the workshop meeting as a way to improve mobility in Utah County. The concept is that if individuals are aware of what types of transportation assistance is available and are familiar with how to use the available programs, transportation will become less of a barrier to mobility.

Travel training programs are common throughout the United States. In fact, at the time of publishing this plan, the Utah Developmental Disabilities Council (UDDC) was advertising a grant to develop a travel training program for individuals with developmental disabilities living in Utah. The objective of the grant is to assist individuals who do not qualify for paratransit but still have difficulties accessing the fixed route system. The purpose of the UDDC travel training grant is to use a mentoring process where people with disabilities help other people with disabilities gain skills and confidence in using local transit systems.

While the UDDC grant is specifically for training individuals with developmental disabilities, a similar approach could be used to help other members of the targeted population.

Recommendation: Develop and implement a travel training program for transportation services in Utah County. This strategy could be implemented by an individual agency, or by the coordination council identified above. The following points should be considered:

- Coordinate with the UDDC to learn more about their travel training program, including lessons learned.
- Evaluate options for partnering with agencies like the UDDC to explore travel training partnership opportunities.
- Coordinate with UDOT and MAG. These agencies will be familiar with similar efforts in other areas and will have materials and information that will aid in the development of the travel training program.
- Avoid duplicating already established programs. Coordinate with local human service and transportation providers to identify similar efforts already underway and evaluate options to coordinate and/or partner.

STRATEGY 3 - CONDUCT FURTHER RESEARCH TO EXPLORE OPTIONS THAT MAXIMIZE COST EFFICIENCIES THROUGH COORDINATION

Discussion: This plan identifies 33 individual agencies that provide some form of transportation for members of the targeted population. Due to the limited scope of this study, however, it was not possible to identify all of the funding sources utilized by each of the programs identified. For the same reason, it was also not possible to identify the total cost of transporting members of the targeted population in Utah County.

However, these pieces of information are needed in order to begin developing truly effective coordination programs. An understanding of the total cost of transportation, how it is funded, how much of it is subsidized, and what levels of service are provided allows agencies to begin making informed decisions about their transportation programs. Without this type of information, there is very little basis for comparing different options.

Incomplete information can result in making false assumptions and bad conclusions about the costs of transportation. For instance, through the survey, a private taxi company reported that it provides demand responsive transportation in Utah County at a cost of approximately \$17 per passenger trip. The cost to the passenger is higher, of course, so the company makes money. On the other hand, UTA provides demand responsive paratransit service for approximately \$30 per trip. The cost to the passenger is much less, so the service must be subsidized. One might assume that since the taxi service is less expensive, all paratransit should be modeled after that program to achieve a lower unit cost. However, this logic is flawed because these figures cannot be directly compared to one another. Without knowing about other factors that drive costs (ie quality of service, average trip length, hours of operation, etc), - there is no basis for comparing the two.

A more complete and thorough collection of transportation data would result in powerful insights into the efficiencies (and inefficiencies) of various transportation models. Various coordination scenarios could be tested and insights into the most cost effective models could be developed. The example given compares paratransit service to a local taxi service, but with the right information, other comparisons could be made as well.

Recommendation: It is recommended that a follow up study be conducted to collect more detailed information about current costs, funding sources, levels of service provided, and subsidy requirements. Other information may also be required. This information should be used to test various coordination scenarios, including but not limited to:

- pooling resources
- centralized dispatch and scheduling
- consolidation to fewer providers
- increased use of user-side subsidies
- increased use of private transportation providers
- using a transportation brokerage to coordinate trips

Research questions could include:

- Are current programs achieving the desired level of mobility?
- Could a streamlined system result in improved cost efficiencies through increased economies of scale (i.e. one single voucher program vs. many?)
- How much is currently being spent on any given program? How do those costs compare with other programs and which is more effective in achieving the desired mobility benefits?

Entities that fund transportation should be encouraged to participate in the process to further explore the opportunities and constraints of coordination. The coordinating council identified in Strategy 1 should be involved in the research, but it may be more appropriate for MAG, UTA or UDOT to conduct the research. Resources from local universities may be helpful in conducting the research.

STRATEGY 4 - EXPAND LOCAL BUS SERVICE

Discussion: During the workshop and focus group meetings it was recommended that local bus service be expanded to improve local circulation and connect key destinations. Several specific destinations that currently lack transit service were identified, including:

- Major employment centers between Provo and Springville adjacent to 1400 North
- Human service agencies on Freedom Boulevard

Since this study did not involve a comprehensive inventory of all potential destinations to be served by transit, it is likely that other destinations could be added to this list.

In addition to extending existing service to key destinations, it was also recommended that UTA evaluate the feasibility of using a deviated route structure in Utah County. Similar configurations have been used by UTA in suburban and rural settings, including a route called “The Lift” in Sandy (UTA Route F94), and a Flex Route in Brigham City (UTA Route F638).

A deviated fixed route operates like a fixed route, but will allow for deviations up to a certain distance off of the designated route for individuals who call ahead to schedule a ride. To manage costs it is recommended that deviations be made only for individuals who are eligible for paratransit service who schedule their ride in advance. Deviated fixed routes work best in areas with limited or no existing service. They are less effective in areas where transfers are common, because the route used after the transfer may not offer the same flexibility as the deviated route.

While new fixed routes will extend the reach of the paratransit service area, new deviated fixed routes may negate the need for paratransit in the areas served by the deviated fixed route.

Recommendation: Evaluate the feasibility of extending fixed routes to key destinations in areas along Freedom Boulevard in Provo and near the industrial complex along 1400 North in Springville. New services that connect workers with employment sites may be funded through the Job Access Reverse Commute (JARC, also known as Section 5316) program.

Identify areas where a deviated route structure could be feasible. In order to evaluate the feasibility of either of these options, consider the following:

- Demographic data from the areas served;
- Ridership on existing routes; and
- Input from local human service agencies and members of the targeted population.

If done in connection with the arrival of FrontRunner South, funding for these new routes may be easier to obtain because many of the current express services will be reconfigured.

The research necessary to carry out this strategy could be implemented by UTA, MAG, or by any of the local human service agencies operating in Utah County. Regardless of which entity evaluates the feasibility of these options, UTA needs to be included in the process.

STRATEGY 5 - SELECTIVELY MODIFY $\frac{3}{4}$ MILE LIMITATION FOR PARATRANSIT SERVICE AREA

Discussion: Although the majority of the urbanized area in Utah County is included in UTA’s paratransit service area, there are a variety of gaps as indicated in Figure 12. Some of the gaps are contained within areas that are surrounded by a fixed route. Because the routes are spaced greater than 1.5 miles apart, however, the three-quarter mile buffer creates a gap. These areas, referred to as internal gaps, are highlighted with green in Figure 12.

Because of the close proximity of existing paratransit service, the incremental cost of expanding paratransit service to these areas would be relatively low.

Other gaps are found on the periphery of the existing paratransit service area. These gaps, referred to as peripheral gaps, are found in areas just beyond three-quarters of a mile from the nearest fixed route, but still well within city limits. In areas such as these, a portion of a developed neighborhood is inside of the paratransit service area while the balance of the development is not. Peripheral gaps such as these are highlighted with red in Figure 12.

Peripheral gaps can be further classified into two different types:

1. **Peripheral Gaps in the Urban Core-** There are three areas along the eastern edge of the existing paratransit service area in the cities of Pleasant Grove, Lindon, Orem and Provo. These areas are bounded to the east by steep mountains, are surrounded by developed neighborhoods, and are close to the urban core of the Provo/Orem metropolitan areas.

This type of gap is much like an internal gap mentioned above. These are areas where it is likely that paratransit vehicles are already operating in adjacent communities. Because these peripheral gaps are not likely to expand due to geographic limitations, the incremental cost of providing paratransit is also likely to be relatively low. Because these are developed areas with higher developmental densities, it is likely that there is a higher density of people in the targeted population.

2. **Peripheral Gaps in the Emerging Areas-** The suburban and rural communities of Alpine, Lehi, Mapleton, Spanish Fork, Salem and Payson are all partially contained within the paratransit service area, but have large areas that are not. These communities differ from the peripheral gaps mentioned above in two distinct ways. First, they are not bounded by steep mountains. As a result, their geographic size tends to be much larger and sprawled out. A large portion of the new development in Utah County is happening in these areas because of their lower densities. Second, these areas have much higher growth rates than the core areas. The new development occurring here tends to attract new, younger families.

Because of their characteristics, the incremental cost of providing paratransit service in these areas is likely much higher than it would be for internal gaps and peripheral gaps in the urban core. Similarly, because these areas have lower densities and a younger population, they also have lower densities of people in the targeted population.

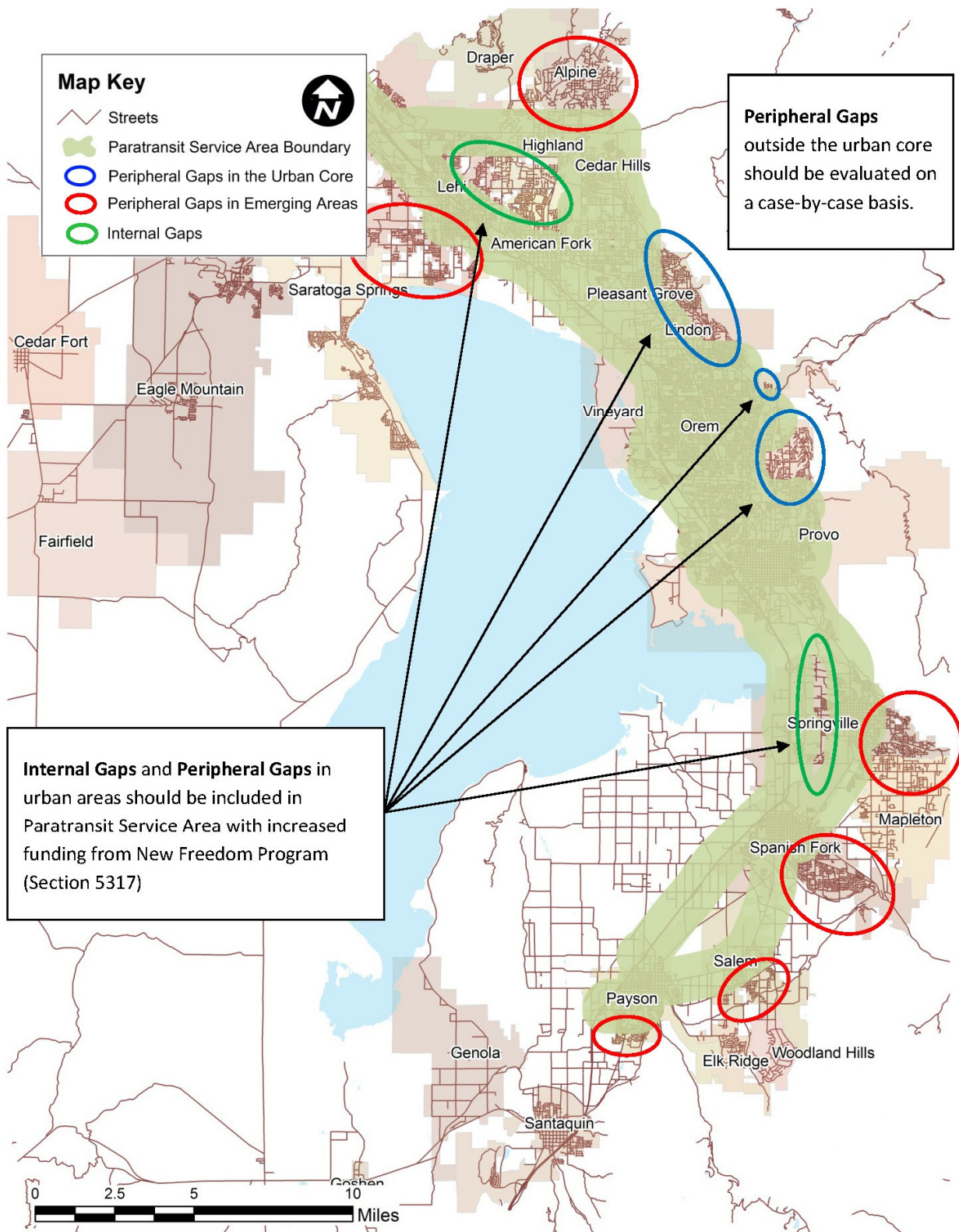
Recommendation: To address the identified gaps in paratransit service it is recommended that UTA reconfigure the paratransit service area to include coverage of internal gaps and peripheral gaps in the urban core. UTA should consider extending paratransit services to suburban and rural areas on the periphery on a case by case basis.

It is also recommended that UTA consider establishing deviated routes to provide service to areas with high need, but that are outside UTA's paratransit service area (see Strategy 4, above). When combined with the establishment of new deviated fixed routes, this strategy may eliminate gaps in the majority of developed areas.

This service could be partially funded with New Freedom funds. However, these funds require that the proposed service must be new. Meaning, if the service were offered previously without New Freedom funds, and was subsequently scaled back prior to applying for the funds, the service would not be eligible for funding.

Since UTA previously operated paratransit for the entire Utah County area, it is not likely that FTA will view the proposed service changes as new. On the other hand, FTA also maintains the right to waive any requirement of the New Freedom program. UTA may be able make the case for waiving the "new-service" requirement under New Freedom by demonstrating other innovative approaches to meeting mobility needs through coordination.

FIGURE 13: PROPOSED CHANGES TO PARATRANSIT SERVICE AREA



PRIORITIES

A ranking of immediate, short term and long term has been given for each of the strategies based on the evaluation of each of the three criteria (see chapter 3 for additional details):

- **Ease of Implementation:** Strategies relatively easy to address received a higher priority than those that require substantial dedication of resources or are difficult to complete because they address complex issues.
- **Needs Addressed:** Strategies addressing multiple needs were prioritized higher than those that address fewer needs.
- **Position within Critical Path:** Strategies received a higher priority if they are positioned early on the critical path. This mean if a strategy must be implemented before other strategies can be implemented, it receives a higher priority.

The prioritization rankings given are fairly subjective and are based on professional judgment applied by the practitioners involved in developing the plan. These priorities are simply recommendations, not requirements. MAG should interpret these recommendations with an understanding of the context of local conditions.

STRATEGY 1 - ESTABLISH A HUMAN SERVICE TRANSPORTATION COORDINATION COUNCIL AND WORKING GROUP

Ease of Implementation: Formation of the human service transportation coordination council will be relatively easy. Much of the work required to identify potential members has already been done as part of this plan (see the contact list contained in the appendix). Furthermore, the workshop and focus group meetings generated interest in coordination and curiosity about the opportunities that might be available. Holding a follow up meeting with the individuals that attended will help maintain this momentum. Because of these factors, this strategy is ranked high for ease of implementation.

Needs Addressed: The human service transportation coordination council has a role in meeting all of the needs identified in this plan. Because of the broad role the council will play in meeting all of the needs identified in this plan, this strategy is ranked high for number of needs addressed.

Position within Critical Path: other strategies would benefit from being implemented after or in conjunction with this strategy. Consequently, this strategy is ranked high for its position within the critical path.

STRATEGY 2 - PROVIDE SUPPORT FOR TRAVEL TRAINING WITHIN LOCAL AGENCIES

Ease of Implementation: This strategy is most effective when pursued in collaboration with other agencies. Because it requires the involvement of other agencies it will be more difficult to implement. However, many of the agencies that would need to be involved are likely already on the contact list and may have participated in the regional workshop. Considering these factors, this strategy is ranked medium for ease of implementation.

Needs Addressed: This strategy is fairly specific with regard to the needs that it seeks to address. It directly addresses the need to overcome obstacles that individuals face when seeking transportation by making them more familiar with the services that are available and how to use them. By doing this, this strategy indirectly addresses the need for improved connections between rural and urban areas and the need for improved circulation within urban areas. This strategy is ranked low for number of needs addressed.

Position within Critical Path: This strategy could be implemented independent of other strategies identified in this plan. Its results may be more effective if it were implemented in conjunction with or after implementation of strategy 1. As such, this strategy is ranked medium for position within the critical path.

STRATEGY 3 - CONDUCT FURTHER RESEARCH TO EXPLORE OPTIONS THAT MAXIMIZE COST EFFICIENCIES THROUGH COORDINATION

Ease of Implementation: Wasatch Front Regional Council (WFRC), and MAG were recently provided with a grant from UDOT to develop a mobility management study that builds on the findings of Utah's Coordinated Human Service Public Transit Plan. This mobility management study presents an excellent opportunity to conduct additional research into options that maximize cost efficiencies through coordination. If used to implement this strategy, the study would make the implementation of this strategy very simple. Assuming that the study encompasses this strategy, this strategy is ranked high for ease of implementation.

Needs Addressed: Evaluation of options that maximized cost efficiencies through coordination indirectly addresses the following needs:

- need for transportation access between rural and urban locations
- need for improved local circulation
- need to overcome obstacles to effectively using public transportation
- need to improve medical transportation
- need to expand paratransit service
- need to improve awareness of transportation costs

Because this strategy addresses many of the needs identified in this plan, it is ranked high for number of needs addressed.

Position within Critical Path: This strategy can be implemented independent of all other strategies identified in this plan. Consequently, this strategy is ranked high for its position within the critical path.

STRATEGY 4 - EXPAND LOCAL BUS SERVICE

Ease of Implementation: Availability of funding with the coming of commuter rail will determine the ease with which this strategy could be implemented. While it is likely that there may be some increase in the flexibility of UTA's operating budget, it is also likely that there will be substantial competition for those funds from a variety of sources. As such, the ease of implementation is ranked medium.

Needs Addressed: This strategy addresses several needs. By effectively expanding UTA's service area, more parts of Utah County without a nearby fixed-route bus stop will be able to use it. Depending on which routes are deviated, this strategy could also improve local circulation. Because it addresses multiple needs, the ranking for this category is medium.

Position within Critical Path: This strategy could be implemented independently of other transportation coordination strategies. However, funding and the timing of the commuter rail project dictate its feasibility. Also, if implemented collaboratively with the formation of a local human services transportation council, this strategy may be more effective. Because this strategy relies on other actions, its position within the critical path is ranked as medium for prioritization purposes.

STRATEGY 5 - EVALUATE SELECTIVELY MODIFYING ¾-MILE LIMITATION FOR PARATRANSIT SERVICE AREA

Ease of Implementation: Selectively modifying the ¾-mile rule will add new operations costs to UTA's annual expenses. While New Freedom funds may be available to cover some or all of these costs, FTA will need to waive the "new service" requirement under new freedom. This is possible, but will require effort from multiple parties including UTA, UDOT and MAG, and potentially, representatives of local human service agencies and other transportation providers. As a result, this strategy is ranked low for ease of implementation.

Needs Addressed: Selectively modifying the ¾-mile rule directly addresses the need to expand paratransit services. It also helps address the need to overcome obstacles that individuals face when seeking transportation by closing critical gaps in service. This strategy is ranked low for number of needs addressed.

Position within Critical Path: This strategy can be implemented independent of other strategies identified in this plan. However, successful implementation will require a concerted effort of multiple entities, as discussed above. This strategy would be most successful if implemented in conjunction with or after implementation of strategy 1. As such, this strategy is ranked medium for its position within the critical path.

TABLE 13: SUMMARY OF PRIORITIES

<div><div>Key</div><div><div><div></div></div><div>Low</div><div><div><div></div></div><div>Medium</div><div><div><div></div></div><div>High</div></div></div></div></div>	Ease of Implementation	Needs Addressed	Position within Critical Path	Overall Ranking
	Strategy 1 - Establish a human service transportation coordination council and working group	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
	Strategy 2 - Provide support for travel training within local agencies	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
	Strategy 3 - Conduct further research to explore options that maximize cost efficiencies through coordination	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
	Strategy 4 - Expand local bus service	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
	Strategy 5 - Evaluate selectively modifying ¾ mile limitation for paratransit service area	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>

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APPENDICES

APPENDIX A: COORDINATION TOOLBOX

The coordination toolbox is designed to give MPO staff, human service providers, and decision makers practical tools to coordinate transportation service in the MAG MPO area. The tool box contains:

- Examples of interagency agreements and other legal templates relating to coordination
- CCAM Final Policy Statement on Coordinated Human Service Transportation Planning
- CCAM Final Policy on Vehicle Resource Sharing

EXAMPLE DOCUMENTS

These are examples of the types of legal documents that can be developed between transportation providers and coordinating agencies to assist in overcoming legal and administrative hurdles associated with coordination. These documents were taken from the Toolkit for Rural Community Coordinated Transportation Services (TRCP 101), developed by the Transportation Cooperative Research Program. The inclusion of this material does not imply endorsement of a particular product method or practice from Transportation Research Board, AASHTO, Federal Highway Administration, Transit Development Corporation, Federal Transit Administration, Federal Aviation Administration, or Federal Motor Carriers Safety Administration.

CCAM FINAL POLICY ON COORDINATED HUMAN SERVICE TRANSPORTATION PLANNING

The Federal Interagency Coordinating Council on Access and Mobility's (CCAM) final policy statement on coordinated human service transportation planning explains that federal grant recipients involved in providing and funding human service transportation need to plan collaboratively to more comprehensively address the needs of the populations served by federal programs.

CCAM FINAL POLICY ON VEHICLE RESOURCE SHARING

The Federal Policy on Vehicle Resource Sharing explains that many federal grant recipients mistakenly assume that vehicles cannot be shared because of program eligibility requirements. For example, out of fear of violating federal eligibility requirements some grant-recipients do not permit vehicles and rides to be shared with other federally-assisted program clients or with other members of the riding public. The policy guidance clarifies that federal cost principles do not restrict grant-recipients to serving their own clients. On the contrary, applicable cost principles enable grant-recipients to share the use of their own vehicles only if the cost of providing transportation to the community is also shared. This maximizes the use of all available transportation vehicles and facilitates access to community and medical services, employment and training opportunities, and other necessary services for persons with disabilities, individuals with lower incomes, and older adults.

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EXAMPLE DOCUMENTS

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SAMPLE MEMORANDUM OF UNDERSTANDING

MEMORANDUM OF AGREEMENT BETWEEN [Party One] and [Party Two]

Background:

The [Party One], hereinafter referred to as [], and [Party Two], hereinafter referred to as [], have many common interest and currently work together in a number of areas, including the provision of transportation services to the citizens/customers in one of the five counties of the [Party One] service area of [state]. We share common interest and both have unique roles and responsibilities. Through this agreement both agencies express their intent to collaborate and coordinate through utilization of data collection, planning strategies, and program design techniques to ensure efficient use of transportation resources and coordinated access to services.

Purpose:

The purpose of this memorandum is to establish a basic framework for collaboration, cooperation and coordination between [Party One] and [Party Two] in the planning and implementation of a pilot Coordinated Transportation System, hereinafter referred to as CTS, Which will enable identification and selection of a system for coordination and delivery of transportation services.

Objectives:

1. To explore methods that will allow for data collection and analysis and develop procedures required for implementation of a coordinated transportation system.
2. To assist the members of the Coordination Consortium in determining the cost feasibility of coordination within their respective service community.
3. To provide mechanisms for the integration of services provided by other community providers to ensure a comprehensive coordinated service delivery system.
4. To maintain the integrity of each human service provider's mission while enhancing specialized support services contributing to that mission.

Methods:

1. To develop efficient routing alternatives, reduce duplication of routes and overlapping of service schedules, and generate necessary resources for successful implementation of the project.
2. To continue collaboration to maintain awareness of needs and revision to project.
3. To share information and resources to support the success of a coordinated service delivery system.
4. To establish a network of transportation providers to monitor and evaluate the success of a coordinated service delivery system.
5. To safeguard the quality of services expected by agency administrators and customers to ensure that needs of customers are kept at the forefront of the project.

6. To evaluate the effectiveness of the coordinated transportation project and report finding to Consortium members and the [state] Department of Transportation.

The undersigned agree to uphold the terms of this agreement for the period of time that the project is being administered. Once an acceptable and cost effective system is identified by consensus agreement among the active participants, each participating organization will be free, subject to the will of its policy board, to elect active participation in the project.

EXECUTIVE DIRECTOR
[PARTY ONE]

EXECUTIVE DIRECTOR
[PARTY TWO]

SAMPLE AGREEMENT OF COOPERATION BETWEEN THE TRANSPORTATION OPERATOR AND THE BOARD OF COUNTY COMMISSIONERS

This Agreement is entered into by and between the Transportation Operator (TO) and the Board of County Commissioners (BCC), for the County Department of Human Services (CDHS). This Agreement is for the purpose of meeting the transportation needs of the CDHS's TANF participants and other persons receiving CDHS services through the County Transportation Coordination (CTC) program.

1. **Whereas**, the BCC created the County Transportation Coordination Coalition and the Transportation Coordination Steering Committee to improve transportation services in County through coordination of available transportation services, and
2. Whereas, the BCC has empowered the Transportation Coordination Steering Committee to set policy and oversee the implementation of coordinated transportation services, and
3. Whereas, the Transportation Coordination Steering Committee has adopted a Service Plan for Transportation Coordination, and
4. Whereas, the TO is the lead agency in County for the implementation of coordinated transportation services, and
5. Whereas, the CDHS wishes to meet its transportation needs through the CTC with TO as the lead agency for implementation of these transportation services, and

Responsibilities of the TO

The TO will have the following responsibilities:

- a) Ensuring that only persons determined to be eligible by CDHS will receive transportation services paid for by CDHS.
- b) Ensuring that transportation providers under contract to TO meet or exceed the service standards established by CDHS.
- c) Scheduling all passenger trips in a coordinated manner with the transportation requirements of other participating agencies so that transportation services are shared operated in the most cost-effective and cost-efficient manner.
- d) Reporting to CDHS the appropriate information, including but not limited to trips and TANF participants, which CDHS requires for its county, state, and federal reporting requirements.
- e) Submitting to CDHS invoices for services provided supported by information CDHS requires to ensure that the services it purchases are for persons eligible under the CDHS/TA agreement.

Responsibilities of CDHS

The CDHS will have the following responsibilities:

- a) Establishing the service standards that TO will be required to meet in providing transportation services to CDHS so that CDHS is able to meet its program requirements.

- b) Establishing the eligibility of its clients for specific transportation services.
- c) Working with TO to determine, on a trip by trip basis, if fixed route service can be used to meet a travel need.
- d) Working with TO to see that eligible clients for whom SST service is the best option are registered for SST service.
- e) Ensuring that CDHS clients know that they must contact TO to schedule SST service and should contact TA for information they may need to use fixed route service.
- f) Providing information to TO on the transportation eligibility status of its clients.
- g) Purchasing tickets or passes for CDHS client use of TA fixed route services.

INSERT STANDARD TERMS AND CONDITIONS:

Effective Date for the Start of Transportation Services

Cost of Transportation Services and Budget

Reporting Requirements

Invoicing and Payment

Term of the Agreement

Amendments to the Agreement

Termination of the Agreement

Entered into on this date _____ by and between:

**SAMPLE AGREEMENT FOR
COORDINATED TRANSPORTATION SERVICES
BETWEEN THE TRANSIT AUTHORITY
AND LOCAL BUS SERVICES, INC.**

THIS AGREEMENT, entered into this _____ day of _____, by and between the Transit Authority (hereafter, “TA”), acting as Lead Agency (hereafter, “LA”) for the County Transportation Coordination (hereafter, “MCTC”), under authority granted by and through the County Commissioners (hereafter, “Commissioners”), and Local Bus Services, Inc. (hereafter, “LBS”), a private for-profit corporate entity in the business of providing transportation management and operation services engaged by TA to provide such services for eligible passengers, as determined by the LA acting as Service Provider.

WHEREAS, TA desires to provide transportation services for the County Department of Human Services; and

WHEREAS, TA and the Board of County Commissioners have entered into an agreement for provision of these transportation services by TA; and

WHEREAS, LBS has the management, technical, and operating personnel and equipment useful for operating such paratransit service within [] County, [STATE], as directed by and in cooperation with TA; and

WHEREAS, LBS hereby certifies that it has the requisite licenses and certifications of authority under the laws of the State of Ohio to legally operate paratransit service under TA sponsorship;

NOW, THEREFORE, IN CONSIDERATION OF THE COVENANTS AND AGREEMENTS SET FORTH HEREIN, IT IS AGREED AS FOLLOWS:

- I. **System Operation.** LBS shall manage and operate transportation services for TA as required by TA herein, within the TA service area. LBS shall provide and conduct the service as specified in TA’s Request for Qualifications and Letters of Interest and Request for Proposals (Attachment A hereto) and as described in LBS’s Technical Proposal (Attachment B hereto). Further, LBS agrees to procure and manage service on behalf of TA as described in Attachment B.
- II. **Compliance.** Funds received by TA and provided to LBS in performance of all services contracted for herein shall be utilized in accordance with all applicable Federal, State and local laws and regulations and with all applicable County regulations, policies and procedures and attached appendices, included by reference herein. LBS shall comply with all requirements imposed upon TA by the Federal Government or the State of _____ if funding is received by TA under contract with the Federal government or the State of _____. Where this Agreement conflicts with said laws, regulations, policies and procedures, the latter shall govern. This Agreement is subject to modification by amendments to such applicable laws and regulations. In the event of any non-compliance, TA reserves the right to make use of any and all remedies specified under

this Agreement, and further reserves the right to require from LBS reasonable assurance that its decisions are being followed.

III. **Equipment.** LBS may be required to provide vehicles and equipment for the purpose of operating this paratransit service except as may be otherwise provided herein.

IV. **Duties and Responsibilities of LBS.** LBS shall provide the management, dispatching, technical, and operations services necessary for operating coordinated transportation services, including, but not limited to, the following:

- A. Trip reservations, scheduling, and dispatching of paratransit and other services.
- B. Operation and maintenance of vehicles.
- C. Management and administration of services.
- D. Integration with TA fixed route service.
- E. Cooperation with TA in developing contracts with other transportation service providers.
- F. Cooperation with TA in developing contracts with local agencies purchasing transportation services.
- G. Monitoring, evaluation, and periodic reporting of financial, operating, and service performance against established performance criteria.
- H. Reporting as required by TA and all agencies receiving transportation services that they need to meet all applicable Federal, State of Ohio, County and other local reporting requirements.
- I. Provision and supervision of qualified personnel, including, but not limited to, drivers, dispatchers, schedulers and administrative staff.
- J. Maintenance and repair of all LBS-owned and LBS-leased vehicles used in operating service provided through this Agreement.
- K. Registration of persons eligible for receiving service.
- L. Marketing, education, and community outreach in support of transportation services as directed by and in cooperation with TA.
- M. Administrative services required to assure TA that ridership, costs, and fares associated with each passenger is documented, controlled and verifiable as supporting LBS reports to TA.
- N. Ensuring that only persons determined to be eligible by TA and participating agencies receive transportation services hereunder for which such agencies are required to pay.
- O. Ensuring that transportation providers under contract to TA and LBS meet or exceed applicable service standards established by TA and other participating agencies.
- P. Scheduling all passenger trips, determining which transportation provider will transport which clients on a shared-ride basis with other passengers using the service.

All services provided by LBS under this Agreement shall be subject to the control of TA through designated staff and/or agents. LBS shall advise TA and make recommendations;

however, final authority shall rest with TA. LBS shall coordinate and consult with TA before the start of operations, and for training, evaluation, and monitoring. Relevant personnel policies, hiring and firing procedures, and accounting procedures of LBS shall be provided to TA upon request.

- V. **Duties and Responsibilities of TA.** TA and other participating agencies shall be responsible for:
- A. Establishing service standards that the service contractor shall be required to meet in providing transportation services.
 - B. Establishing the eligibility of clients for specific transportation services.
 - C. Working with LBS to determine, on a trip by trip basis, if fixed route service can be used to meet a travel need.
 - D. Working with LBS to see that eligible clients for whom SST service is the best option are registered for SST service.
 - E. Ensuring that participating agency clients are aware that they must contact the service contractor to schedule transportation service and contact LBS for information that may be needed to use fixed route service.
 - F. Providing information to LBS on the transportation eligibility status of its clients.

Standard Terms and Conditions

- VI. Insurance.
- VII. Audit and Inspection.
- VIII. Operating and Fiscal Records.
- IX. Required Reports.
- X. Conflict of Interest.
- XI. Copyrights.
- IX. Immigration Control and Reform Act of 1986. Property and Supplies.
- X. Confidentiality.
- XI. Non-Discrimination.
- XIII. Prohibition Against Assignment.
- XIII. Contract Modification and Termination.
- XIV. Notices.
- XIX. Indemnification.
- XX. Term of Agreement.
- XXI. Compensation.
- XXII. Attachments to the Agreement.

IN WITNESS WHEREOF, the parties have heretofore executed this Agreement the date first above written.

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**OUTLINE OF
MODEL JOINT POWERS AGREEMENT
TO COORDINATE TRANSPORTATION SERVICE**

**JOINT EXERCISE OF POWERS CONSORTIUM AGREEMENT FOR
(INSERT NAME OF PROGRAM)**

THIS AGREEMENT is entered into this *INSERT DATE* by and between the *LIST NAME OF AGENCY* and *LIST NAME OF AGENCY* (hereinafter referred to as “member agencies”).

WITNESSETH

WHEREAS, the member agencies provide public transit services in the Counties of _____; and

WHEREAS
LIST ADDITIONAL CIRCUMSTANCES LEADING TO THE DECISION TO ENTER INTO THIS AGREEMENT

NOW, THEREFORE, IN CONSIDERATION OF THE FAITHFUL PERFORMANCE OF THE TERMS, CONDITIONS AND PROMISES IN THIS AGREEMENT, THE MEMBER AGENCIES AGREE AS FOLLOWS:

Article 1. Name and Purpose

- a. The name of this Consortium is _____.
- b. The purpose of this Agreement is to *LIST PURPOSES*.

Article 2. The Lead Agency

The responsibility to act as the Lead Agency under this Agreement shall rotate between the member agencies beginning with each fiscal year, other than the first fiscal year this Agreement is in effect. This rotation of responsibility shall remain in effect until this Agreement is terminated.

NAME OF AGENCY shall serve as the Lead Agency from the effective date of this Agreement until the end of the *INSERT YEAR* Fiscal Year.

Article 3. Scope of Services.

The Lead Agency shall provide the following services:

THE FOLLOWING ARE SOME EXAMPLES OF SCOPE THAT MIGHT BE INCLUDED HERE.

- a. Solicit the services of a Project Manager
- b. Solicit and oversee the services of legal counsel
- c. Oversee the activities of the Project Manager;
- d. Prepare a budget for the succeeding fiscal year;
- e. Apply for and oversee the administration of all forms of applicable grants or revenues
- f. Provide staff support necessary to carry out the Plan
- g. Work with the Service Review Committee and the Project Manager to bring issues to the member agencies which require their determination.
- h. Account for all funds and report all receipts and disbursements
- i. Conduct and file an annual audit
- j. Nothing in this agreement shall prohibit the Lead Agency from contracting for the provision of any or all of the services
- k. Collect and report service data used to determine costs sharing by the member agencies

Article 4. Project Manager.

The Project Manager shall be responsible for administering the Plan on behalf of the member agencies, under the direction and control of the Service Review Committee. The duties of the Project Manager, which may be changed from time to time, include, but are not limited to, the following:

THE FOLLOWING ARE SOME EXAMPLES OF DUTIES THAT MIGHT BE INCLUDED HERE.

- a. Prepare an annual budget and financial report
- b. Investigate the availability of and apply for grants, funds and other sources of revenue to fund the Plan's activities;
- c. Account for all revenues and expenditures;
- d. Serve as a liaison between the member agencies and customers, and other local and regional agencies.

- e. Notice and record all meetings and activities;
- f. Provide customer services;
- g. Coordinate the preparation of the annual plan update.

Article 5. Indemnification.

INCLUDE STANDARD INDEMNIFICATION LANGUAGE

Article 6. Compensation.

The expenses to be borne by the agency members for carrying out the Plan shall be determined as follows:

- a. The Lead Agency shall be credited for in-kind services provided in the performance of the services identified in Article 1.
- b. *DESCRIBE COST-SHARING AGREEMENTS*

Article 7. Service Review Committee.

- a. Purpose. The Service Review Committee shall provide direction to the Lead Agency and the Project Manager.
- b. Membership.
- c. Required Votes; Approvals.
- d. Quorum.
- e. Minutes.
- f. Budget.

Article 8. Termination/Withdrawal.

- a. Individual Member Withdrawal
- b. Complete Dissolution.

Article 9. Disposition of Money and Property.

Article 10. Miscellaneous.

- a. Term of Agreement.
- b. Amendment.
- c. Additional Members.
- d. Dispute Resolution.
- e. Successors.
- f. Severability.

IN WITNESS WHEREOF, the parties hereto have executed this AGREEMENT by authorized officials on the dates indicated below:

NAME OF AGENCY

By: _____ General Manager

DATE:

NAME OF AGENCY

By: _____, General Manager

DATE:

DETAILED VERSION OF MODEL JOINT POWERS AGREEMENT

JOINT EXERCISE OF POWERS TRANSPORTATION CONSORTIUM AGREEMENT FOR_ (INSERT NAME OF PROGRAM)

This Agreement is entered into this INSERT DATE by and between the LIST NAME OF AGENCY and LIST NAME OF AGENCY (hereinafter referred to as “member agencies”).

W I T N E S S E T H

WHEREAS, the member agencies provide public transit services in the Counties of INSERT LOCATIONS; and

WHEREAS, the member agencies provide fixed route public transit services, and, pursuant to the Americans with Disabilities Act of 1990 and 49 CFR Part 37 (the Law), are required to provide complementary paratransit service to persons unable to use the fixed route system; and

WHEREAS, the member agencies cooperatively prepared a “Coordinated Paratransit Plan” dated INSERT DATE (the Plan); and

WHEREAS, the Boards of Directors of the member agencies adopted the Plan and update; and

WHEREAS, the Federal Transit Administration of the United States Department of Transportation has determined that the Plan is in compliance with the Law; and

WHEREAS, the Plan and update contemplated implementation of its provisions through the cooperative efforts of the member agencies; and

WHEREAS, Government Code Section INSERT STATE CODE NUMBER, et. seq., authorizes the member agencies to enter into an agreement for the joint exercise of any power common to them, which includes the power to contract for and or operate paratransit services.

NOW, THEREFORE, IN CONSIDERATION OF THE FAITHFUL PERFORMANCE OF THE TERMS, CONDITIONS AND PROMISES IN THIS AGREEMENT, THE MEMBER AGENCIES AGREE AS FOLLOWS:

Article 1. Name and Purpose

- a. The name of this Consortium is INSERT NAME.
- b. The purpose of this Agreement is to develop, implement and administer the ADA paratransit services identified in the Plan.

Article 2. The Lead Agency

The responsibility to act as the Lead Agency under this Agreement shall rotate between the member agencies beginning with each fiscal year, other than the first fiscal year this Agreement is in effect. This rotation of responsibility shall remain in effect until this Agreement is terminated.

NAME OF AGENCY shall serve as the Lead Agency from the effective date of this Agreement until the end of the (INSERT YEAR) Fiscal Year.

Article 3. Scope of Services.

The Lead Agency shall provide the following services:

- a. Solicit the services of a Broker and Project Manager to provide the paratransit services required by the Plan, in accordance with applicable federal and/or state laws and regulations affecting the member agencies, and to perform the duties identified in this Agreement. These solicitations shall include, but not be limited to, scope of services, including the solicitation of Service Providers, and insurance coverage and indemnification by the Broker, service providers and Project Manager. The solicitation shall make it clear that the insurance of the Service Provider, Broker and Project Manager shall be primary in any loss. No insurance coverage or self-insurance of the member agencies shall be called upon in the event of an occurrence.
- b. Solicit (when appropriate) and oversee the services of legal counsel (in-house or outside counsel as necessary) to file or defend a suit brought by third parties against the member agencies for any activities related to or arising under this Agreement, with the designated counsel taking the role as lead counsel throughout the litigation;
- c. Oversee the activities of the Broker and Project Manager;
- d. Be responsible for the administration of the terms of this Agreement, including the preparation of a budget for the succeeding fiscal year and submitting it to the member agencies for approval;
- e. Apply for and oversee the administration of all forms of applicable grants or revenues to fund the paratransit activities contemplated by the Plan.

- f. Provide staff support necessary to carry out the Plan on behalf of all member agencies, but not for any activity that is the sole responsibility of one of the member agencies.
- g. Work with the Service Review Committee, the Broker and the Project Manager to bring issues to the member agencies which require their determination.
- h. Account for all funds and report all receipts and disbursements under this Agreement in accordance with generally accepted accounting principles.
- i. Conduct and file an annual audit in accordance with Government Code Section INSERT STATE CODE NUMBER, where applicable.
- j. Nothing in this agreement shall prohibit the Lead Agency from contracting for the provision of any or all of the services enumerated herein; however, should the Lead Agency choose to contract for any services, ascribed to it by this Agreement, the other member agency shall have the first right to provide the service to be contracted, subject to the concurrence of the Service Review Committee. All contracts and agreements shall be approved by the Service Review Committee;
- k. Collect and report paratransit service data used to determine costs sharing by the member agencies to the Service Review Committee and member agencies.

Article 4. Project Manager.

The Project Manager shall be responsible for administering the Plan on behalf of the member agencies, under the direction and control of the Service Review Committee. The duties of the Project Manager, which may be changed from time to time, include, but are not limited to, the following:

- a. Prepare an annual budget and financial report for review by the Service Review Committee and approved by the governing boards of the member agencies;
- b. Investigate the availability of and apply for grants, funds and other sources of revenue to fund the Plan's activities;
- c. Account for all revenues and expenditures to the Service Review Committee;
- d. Serve as a liaison between the member agencies and customers, and other local and regional agencies.
- e. Be responsible for setting, noticing and recording all meetings and activities occurring under this Agreement to insure compliance with applicable federal, state and local requirements;
- f. Provide customer services and participate in the resolution of customer concerns;

- g. Oversee the activities of the Broker and service providers to insure that the terms and conditions of the service and any contracts are consistent with the requirements of the Plan;
- h. Coordinate the preparation of the annual plan update and its submission to all applicable governmental agencies.

Article 5. Broker.

The Broker shall assist in securing the paratransit service anticipated under the Plan for the member agencies and their customers, under the direction and control of the Service Review Committee. The duties of the Broker, which may be changed from time to time, include, but are not limited to, the following:

- a. Receipt of calls for service, scheduling of trips for and coordinating interzonal paratransit trips not scheduled by participating city programs or a member agency;
- b. Issue, account for and collect used trip vouchers, as necessary;
- c. Collect trip data from participating city paratransit programs and prepare periodic service reports;
- d. Cooperate and provide necessary information for the preparation of an annual audit;
- e. Determine and certify ADA eligibility in accordance with established criteria and maintain an eligibility data base;
- f. Interface with vendors and service providers to assure consistent and satisfactory levels of service consistent with the Plan;
- g. Provide budgeting assistance to the Project Manager and participating city programs;
- h. Be a liaison between customers, city program staff, the Project Manager, and the Service Review Committee;
- i. Coordinate provider and customer training programs;
- j. Provide adequate staff support to carry out the Plan.

Article 6. Indemnification.

Each member agency shall be a named additional insured in the insurance policies of the Project Manager, the Broker and the Service Providers. The Project Manager, Broker and Service Providers shall indemnify, hold harmless and defend each member agency, its elective and appointive Boards, Commissions, Officers, agents and employees, from and against any liability for any damages or claims for damages for personal injury, including death, property damage or any civil rights litigations arising from their or their contractors', subcontractors', agents' or employees' activities related to this Agreement or carrying out the Plan. To the extent the insurance or other resources of the indemnitors are insufficient to protect the member agencies from any liability, the member agencies' liability shall be apportioned between them according to the cost-sharing principles established for the provision of complementary paratransit services by the member agencies in the Plan, and any subsequent updates of the Plan.

Each member agency, when it is the Lead Agency, shall hold harmless and defend the other member agency, its elective and appointive Boards, Commissions, Officers, agents and employees, from and against any liability for any damages or claims for damages for personal injury, including death, or property damage arising from its or its contractors', subcontractors', agents' or employees' activities under this Agreement.

Article 7. Compensation.

The expenses to be borne by the agency members for carrying out the Plan shall be determined as follows:

- a. For Fiscal Year INSERT YEAR, the Consortium will receive an operating subsidy of LIST FUNDS. The member agencies are not expected to pay for the service this year.
- b. In subsequent fiscal years, when federal, state or local funds available for paratransit services are insufficient to cover the costs for these services under the Plan, then each member agency's share of the unfunded portion of the operating budget shall be as follows:
 1. In the first year that the member agencies are required to pay, the amount paid by each member agency will be based on the estimated costs for the service and shall be apportioned among the member agencies according to the estimated service proportions described in the Plan.
 2. In every succeeding year, each member agency's proportionate share will be based on the actual costs of providing the service in the previous year, as determined by an audit of the prior year's service costs. The audit shall be performed by an independent auditor mutually agreed upon by both parties. Any credit or debit resulting from the audit shall be reflected in each member agency's proportionate share.

- c. Each member agency shall promptly pay the Lead Agency its monthly share of the costs of its service, as determined above in subparagraph b. The monthly invoice from the Lead Agency shall be due and payable within 30 days of its receipt.
- d. A member agency who fails to meet its financial commitments is responsible for defending and paying any liabilities, costs and judgments which may result from such delinquency, including but not limited to, service failures, lawsuits and loss of any funding from outside sources. If a member agency chooses to pay any obligation of a delinquent member agency, it shall be entitled to full reimbursement plus interest at the legal interest rate established in the State's Code of Civil Procedure section or any successor section.
- e. The Lead Agency shall be credited for in-kind services provided in the performance of the services identified in Article 1. The credit shall be applied against the amount required of that member agency for the fiscal year immediately following its turn as Lead Agency. The Lead Agency shall keep records of the hours performed by its employees and/or contractors and other in-kind services provided in the accomplishment of the tasks identified in Article 1. The amount any member agency may charge for these services shall be subject to the following limitations:
 - 1. Staff charges shall be agreed to by the member agencies, based on the salary for the positions involved plus overhead and benefits;
 - 2. Contractor charges shall be agreed to by the member agencies, based on the contract price charged by any contractor determined in accordance with applicable federal and/or state procurement provisions.
 - 3. Other in-kind services shall be agreed to by the member agencies, but must be identified with particularity and the costs associated with them shall be fully described and justified.
- f. If it becomes necessary for the Lead Agency to file suit, the member agencies shall pay reasonable attorney's fees and costs associated with any litigation, undertaken on behalf of the member agencies, including prosecution and/or defense. Any monetary losses from an unsuccessful prosecution/defense or unenforceable or an uncollectible judgment, or any monetary judgment in favor of the member agencies (including insurance proceeds or other recovery), shall be borne or distributed in proportion to their respective percentage of the operating budget identified in subparagraph 7.b. Any losses or favorable judgments shall be charged or credited to the operating budget in the year in which the charge or credit is made or received.
- g. The fiscal year budget for each fiscal year, other than the first fiscal year this Agreement is in effect, shall be prepared and submitted to the member agencies by the end of February of the prior fiscal year. For the first fiscal year, the budget shall be prepared as soon as practicable after this Agreement has been executed by the

member agencies. An adjustment of each member agency's contribution in any fiscal year shall be made after the audit of the preceding fiscal year and credited or debited in the fiscal year following the year in which the audit occurred.

- h. If a member agency requests any service, which is beyond the service provided for in the Plan, it shall be considered a "sole benefit" expense to be borne solely by that member agency, and shall not be included in the calculation of the budgetary obligation of the other member agencies. This "sole benefit" exception also shall include any and all legal costs associated with it. The member agency requesting the "sole benefit" shall indemnify, defend and hold harmless the other member agency, its officers, employees and agents from and against any and all liability for damages or claims for damage for personal injury, including death, as well as the claims from property damage which may arise from that service.

Article 8. Service Review Committee.

- a. Purpose. The Service Review Committee shall provide direction to the Lead Agency, the Project Manager and the Broker. The Service Review Committee shall also be the arbitrator of disputes between the Project Manager, the Broker and/or service providers.
- b. Membership. The Service Review Committee shall consist of the General Manager (or his/her designee) from each member agency. Each General Manager shall designate an alternate staff member, to act as his/her representative on the Service Review Committee in his/her absence. The member agencies shall be advised of the designee within 30 days of the execution of this Agreement.
- c. Direction. In accordance with each member agency's practices, each General Manager shall be responsible for reviewing with and obtaining direction from his/her governing board on issues and actions coming before the Service Review Committee.
- d. Required Votes; Approvals. Each member of the Service Review Committee shall have one vote. The agreement of both General Managers (in his/her absence, the vote of his/her designee) is required on issues and actions which come before the Service Review Committee. If there are any disagreements between the voting members of the Committee, then the matter shall be referred to the governing bodies of the member agencies for resolution. If the member agencies cannot resolve the matter then it shall be settled as provided in Article 12.

If additional agencies join this Consortium, then each member agency is entitled to one vote on the Committee and a majority of the affirmative votes of the Committee's membership, in attendance at the meeting, is required to carry any motion.

- e. Quorum. A quorum consists of two voting members of the Committee, i.e. both General Managers, or both designees in the absence of the General Managers, or one General Manager and one designee in the absence of that member agency's General Manager. If there are more than two member agencies participating in this Consortium, then a quorum is a majority of the authorized voting members from each member agency.
- f. Minutes. The minutes of each Committee meeting shall be provided to each Committee member and the governing board of each member agency.
- g. Budget. The Service Review Committee shall review and submit the budget for each fiscal year to the governing bodies of the member agencies for approval and adoption.

Article 9. Advisory Committee.

- a. Purpose. The Consortium Advisory Committee shall be an Advisory Committee to the Services Review Committee. This committee shall provide advice on planning, policy and other matters, relating to the provision of paratransit services provided under this Agreement.
- b. Membership. This Committee shall be comprised of the following voting members:

LIST NUMBER AND TYPES OF PUBLIC MEMBERS
EXAMPLES COULD INCLUDE

- One (1) staff representative from each member agency, selected by the General Manager of that agency;
- One (1) member of each member agency's accessibility committee/task force, selected from and by the members of the committee/task force, or if none, as determined by the governing body of that member agency, subject to the selection criteria set forth below;
- One (1) representative from each county's Paratransit Coordinating Committees (PCCs), selected from and by the members of each committee, subject to the selection criteria set forth below;
- One (1) representative from an existing city-based paratransit program in each county, selected by and from the existing city-based paratransit programs in each county.

The voting member from the accessibility committee/task force and from the PCCs shall be determined according to the following criteria:

1. The voting member must be a certified ADA paratransit consumer. If no one from the group is available who meets this requirement, then,
 2. The voting member must be a member who represents individuals who are certified ADA paratransit consumers. If no one from the group is available who meets this requirement, then,
 3. The voting member may be any member of the group.
- c. Non-Voting Ex-Officio Members. The Project Manager, and the Broker shall be non-voting ex-officio members of the Committee.
 - d. Required Votes; Approvals. Each Committee member is entitled to one vote, and a majority of the Committee's authorized voting membership present at the meeting is required to carry any recommendation or motion.
 - e. Quorum. A majority of the voting members of the Committee shall constitute a quorum.
 - f. Minutes. The minutes of each Committee meeting shall be provided to each Committee member and to the committees, organizations, or entities of each of the committee representatives.

Article 10. Termination/Withdrawal.

- c. Individual Member Withdrawal. A member agency may terminate its participation under this Agreement at any time by providing written notice one year prior to such termination to the other member agencies. The notice of termination may be rescinded upon written notice to the other member agencies any time before the effective date of termination, provided, however, that the other member agencies must approve such rescission.

Each member agency is responsible for its contribution to the funding of the Plan and its obligations under this Agreement during the term of this Agreement. If the member agencies have executed a long-term contract for paratransit services which includes a commitment to claim and expend paratransit financial assistance which a terminated member agency is eligible to claim, the terminated member agency shall be bound by such commitment. A long-term contract for purposes of this Agreement is any agreement or commitment which extends beyond a single fiscal year. The terminated member agency shall not claim, but instead shall assist the Service Review Committee, the Lead Agency and other personnel identified in this Agreement to claim such financial assistance during the term of such contract. If possible, the member agencies will cooperate to arrange an equitable division of the obligations and benefits of any outstanding long-term contracts. A terminated member agency shall continue to provide assurances and perform acts as may be required for any

claim and/or grant application to fund the services for any long-term contracts which continue in existence beyond the date of termination. During the term of any long-term contract, the terminated member agency shall continue to receive coordinated paratransit services within its area in proportion to the financial assistance which is attributable to such terminated member agency. A terminating member agency shall have no financial obligation under this Agreement after the effective date of its termination, except as specified above.

- d. Complete Dissolution. If the member agencies have executed a long-term contract for paratransit services which cannot be canceled or divided and which includes a commitment to claim and expend financial assistance for the period of such contract, then this Agreement shall remain in effect during the term of such contract unless reasonable alternate terms can be negotiated with the other party to the long-term contract.

Article 11. Disposition of Money and Property.

Upon the withdrawal of a member agency, any property acquired by the members jointly under this Agreement and any credits or debits shall be determined upon the close of the fiscal year, as provided in Article 7.a and distributed to or collected from the withdrawing agency. To facilitate such distribution, property may be distributed in kind or reduced to cash by sale. Any distribution of cash, including surplus monies, to a member agency in excess of its actual contributions shall be at the recommendation of the agency originally disbursing the funds. If member agencies cannot agree upon the valuation of acquired property or upon their distributive shares, the disagreement shall be referred to a panel of three referees for decision. One referee shall be appointed by the member disputing the valuation or disposition. One referee shall be appointed by the members supporting the valuation or distribution. One referee shall be appointed by the two referees first appointed.

Article 12. Miscellaneous.

- a. Term of Agreement. This Agreement shall become effective upon execution by member agencies and shall remain in full force and effect until terminated as provided for in this Agreement.
- b. Amendment. This Agreement shall be amended only with the unanimous approval of all member agencies.
- c. Additional Members. Additional members may be added to this Consortium and Agreement with the consent of the member agencies and the additional member.
- d. Dispute Resolution. If a dispute among the member agencies cannot be resolved by their governing bodies, then a mediator shall be retained by the parties to assist them in resolving the dispute. The mediator shall be selected from a panel of five mediators established by the parties subsequent to the execution of this Agreement. The parties shall strike mediators from the list until only one mediator remains. The

determination of which member agency strikes first shall be determined by a flip of a coin. The costs of the mediator shall be shared equally by the member agencies.

- e. Successors. This Agreement shall be binding upon and insure to the benefit of any successors or assigns of the member agencies.
- f. Plural. As used in this Agreement any singular term includes the plural.
- g. Severability. Should any part, term, portion, or provision of this Agreement be finally decided to be in conflict with any law of the United States or of the State of INSERT STATE, or otherwise be unenforceable or ineffectual, the validity of the remaining parts, terms, portions, or provisions of this Agreement shall be deemed severable and shall not be affected thereby, provided that such remaining parts, terms, portions, or provisions can be construed in substance to constitute the Agreement that the member agency intended to enter into in the first instance.

IN WITNESS WHEREOF, the parties hereto have executed this AGREEMENT by authorized officials on the dates indicated below:

INSERT NAME OF AGENCY

By: INSERT NAME AND TITLE

DATE: INSERT DATE

INSERT NAME OF AGENCY

By: INSERT NAME AND TITLE

DATE: INSERT DATE

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MODEL AGREEMENT FOR COORDINATING A JOINT TICKET PROGRAM

AGREEMENT AMONG THE *(List all agencies)* _____

This Agreement is for the period from _____ through _____

By and with the *(List all agencies)* _____

WITNESSETH

WHEREAS, _____ is a transit district duly created and acting under the laws
of the State _____, operating a public transit system in _____
_____ Counties; and _____

(Repeat this WHEREAS for all participating agencies.)

WHEREAS, _____

have determined that a Joint Ticket for use on public transit vehicles will encourage transit use.

WHEREAS, it is the intention of *(List all agencies.)* _____

to enter into an agreement providing for the sharing of revenues from the joint Ticket Program;

NOW, THEREFORE, in consideration of these premises, the parties hereto agree as follows:

ARTICLE I DESCRIPTION OF THE PROGRAM

(Insert description of Joint Ticket and its valid period of use)

All parties to this agreement shall accept the Joint tickets on their systems subject to the conditions specified in Article VI D herein for the fixed periods specified above.

The Joint tickets shall be priced according to Schedule A (Attached hereto and incorporated by reference.) Any modifications to this pricing schedule must be approved in advance by *(List agencies or committee)*_____

Definitions

(The following are examples that might be included in this section.)

“Fare” shall mean the price charged to transport a patron using transit services provided by parties to this agreement.

“Joint Ticket Committee” shall mean a group comprised of one representative from each party to this agreement, which shall administer the Agreement on behalf of the parties as described herein.

“Local fare credit” shall mean the fare required to ride a transit system in its local service area.

ARTICLE II. JOINT REVENUE REIMBURSEMENTS FOR THE JOINT TICKET FOR WHICH CASH IS RECEIVED DURING THE TERM OF THE TERM OF THE AGREEMENT

A. COMPENSATION FORMULA

1). The pricing of each Joint ticket is based on the following *(insert pricing formula)* _____

2). Bus operators shall be compensated based on the following formula: *(Insert agreed-upon formula for sharing revenues.)*_____

B. ALLOCATION AMONG BUS OPERATORS

Follow-up surveys to adjust the allocation percentages in Schedule B shall conducted in the future a majority vote Joint Ticket committee members. The Committee shall decide who will design and conduct this survey.

ARTICLE III. INFORMATION REPORTING REQUIREMENTS

All parties agree to make available to one another current and historical information necessary for the monitoring and evaluation of the program. *(List agencies)* _____

shall provide data, and an explanation in writing, of methodologies used for data collection, to any party to this agreement within (30) days of a written request from any other party to this Agreement.

(List agencies) _____
agree to report the Joint Ticket Committee existing adult fares, and any fare and pass price changes in advance of their implementation. All fare changes shall be reflected in the revenue distribution in the quarter following the period of the effective increase (decrease).

ARTICLE IV. RECORDS AND AUDITS

This agreement is subject to the examination and audit of the auditor General of the State of _____ for a period of the three (3) years after final payment under this Agreement. The examination and audit shall be confined to those matter connected with the performance of the Agreement, including, but not limited to, the cost of administering the Agreement.

During the term of this Agreement, the parties shall permit an authorized representative of another party, upon reasonable request, access to inspect, audit and make copies of its ridership data and records relating to this Agreement.

ARTICLE V. INDEMNITY

Each party to this Agreement agrees to save harmless each and every other party to this Agreement, their directors, commissioners, officers, agents and employees from liability arising out or in connection with any party's performance under this Agreement; excepting only any party may recover from any other party monies or returned based on a miscalculation of the compensations due under this Agreement.

Each party to this Agreement agrees to defend and indemnify each and every other party to this Agreement, their directors, commissioners, officers, agents and employees against any claim or for any liability arising out of in connection with bodily injury, property damage or personal injury to any third party based on such third party's use of indemnitor's transit operations or the third party's presence on the indemnitor's property, unless such claim arises out of the sole negligence or willful misconduct of the indemnified party or its directors, commissioners, officers, agents, contractors or employees.

The parties may agree to the joint legal; representation and the sharing of all related costs and expenses, including legal fees of outside counsel, for all third party claims or liability imposed upon any party to this Agreement and arising from this Agreement which are not addressed above. The sharing of such costs shall be according to a mutually agreeable formula.

ARTICLE VI. GENERAL PROVISIONS

A. FARES

Each participating operator shall be responsible for the setting of fares for, and operation of all its services.

B. MARKETING AND DISTRIBUTION

Periodic meetings of the Joint Ticket Committee shall be held to prepare and approve program marketing expenses. These expenses will be shared as described in Article VI, Paragraph J below.

Joint tickets will be distributed at sales both operated by each of the participating agencies.

Each party may inform the public of the policy established in this Agreement by any means it deems appropriate, including but not limited to, graphics, printed material, promotions, and signs.

C. AMENDMENTS

This Agreement may be modified, supplemented, or amended only by a written agreement of all parties hereto in accordance with applicable law.

Additional transit operators may be added as parties to this Agreement under the same terms and conditions as then exist for all current parties to this Agreement.

All amendments to this Agreement are subject to the review and unanimous approval of the Joint Ticket Committee.

D. CONDITIONS OF USE OF JOINT TICKETS

(Examples that might be included in this section)

(Name of Agency): _____: Joint tickets shall be valid on all routes except Route # _____ and Route # _____.

(Name of Agency): _____ Joint tickets shall be valid as local fare credit on all routes.

E. COOPERATION

In cases where it is imperative that other restrictions not detailed in VI., D. above be placed in usage of the Joint ticket by a particular operator, the Joint Ticket Committee must be notified by that operator 30 days in advance of the imposition of such restrictions. An abbreviated version of the terms and conditions will be printed on available space on the backside of the Joint tickets

Each party will use its best efforts to implement the policy established in the Agreement, and will cooperate with the other parties in resolving and operational problems which may arise from its implementation and operation.

F. ENTIRE AGREEMENT

This Agreement is the entire agreement of the parties. Each party represents that in entering into this Agreement it has not relied on any previous representations, inducements or understanding of any kind or nature.

This Agreement may be executed in one or more counterparts, each of which shall be deemed to be an original, but such counterparts together shall constitute one and the same instrument.

G. TERM

This Agreement is in effect until (*insert date*) _____, or until terminated as provided in Section H, which occurs sooner.

H. TERMINATION

The parties hereto reserve the right to terminate their participation in this Agreement upon 60 day written notice to all other parties. The written notice notifying other parties must specify the reason for the termination and the date upon which the termination becomes effective.

During the period before the termination date, all parties shall meet to resolve any dispute which may be the cause of said termination, unless all parties agree in writing not to do so.

I. NON-PRECEDENT SETTING

This Agreement is not intended as a precedent for the sharing of revenues after termination of this Agreement, or for other inter-operator pass or ticket programs. Any arrangements concerning the sale, collection of revenues, and payments between the parties concerning Joint tickets after termination of this Agreement, or concerning other inter-operator pass or ticket programs, will be the subject of one or more separate agreements.

J. COSTS

- 1) Except as provided in Paragraph 2 below, each party shall bear its own internal costs associated with being a participant in this agreement, including, without limitation any reporting or auditing costs.
- 2) All participants to this agreement shall share the common costs of managing the program. These management costs are divided into three areas, as follows.
 - a. Clearinghouse costs. The clearinghouse costs for this Agreement consist of the Lead Agency's Customer Service labor costs, Treasury Department labor costs, Accounting Department labor costs, Joint ticket stock costs, and ticket delivery service costs. Estimated dollar figures for the first year's costs are detailed in Schedule C. Clearinghouse costs for the latter two (2) years of this Agreement shall be calculated using the actual wage rates for the year during which these costs were incurred. After the first year of this Agreement, any party to this Agreement may request a renegotiation of the methodology utilized to calculate these clearinghouse costs. The amount of interest earned by the Lead Agency as a result of retaining program revenues shall be computed by the Lead Agency's Treasury Department, and shall be subtracted from these clearinghouse costs before each operator's share is allocated. Clearinghouse costs will be allocated across all program participants in proportion to total revenues received under the Joint Ticket program during the prior distribution period.
 - b. Marketing costs. The marketing costs for the first year of this agreement are detailed in the Schedule C. The marketing costs of the program for the remaining two (2) years of this agreement shall be set by a majority of the Joint Ticket Committee. These costs shall be shared in the manner described in sub-paragraph a. above.
 - c. Management costs allocation. One-fourth of the annual costs described in Paragraphs a., and b. will be subtracted from each quarterly bus share reimbursement, and will be allocated among each operator as described in Paragraph a. above.

K. GOVERNING LAW

This Agreement shall be deemed to be made in accordance with the laws of the State of _____.

L. SEVERANCE

If any part of this Agreement is declared invalid by a court of law, such decision will not affect the validity of any remaining portion, which shall remain in full force and effect. Should the severance of any party of the Agreement materially affect any of the rights or obligations of the parties, the parties, the parties will negotiate in good faith to amend this Agreement in a manner satisfactory to all parties.

ARTICLE VII. NOTICES

All statements, payments, financial and transfer trip reports, notices or other communications to a party by another shall be deemed given when made in writing and delivered or mailed to such party at their respective addresses as follow: *(List all agencies with address and contact person)* _____

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SCHEDULE A

JOINT TICKET PRICES

(Example)

PRICE*	AGENCIES' SHARE
\$28	
\$33	
\$37	
\$42	
\$47	
\$52	
\$56	
\$61	

* Figures calculated using the following formula: *(Insert formula from Article II A (1))*

SCHEDULE B

PERCENT OF JOINT TICKETS CREDITED TO BUS AGENCY*

(Example)

AGENCY	PERCENT
AGENCY NAME	50%
AGENCY NAME	30%
AGENCY NAME	20%

* Based on survey dated _____. These percentages may change based on future surveys, as described in Article II.

SCHEDULE C
JOINT TICKET PROGRAM FY____ COSTS

(Example)

TYPE OF COST	ESTIMATES
Clearinghouse Costs Customer Service Treasury Accounting Tickets Federal Express Subtotal	
Marketing Costs Brochures Signs Subtotal	
Estimated FY _____ Program Costs	

IN WITNESS WHEREOF, the parties hereto have executed this AGREEMENT on the day first mentioned above.

_____*(Name of agency)*

By: _____*(Name of authorized signatory)*

Authorized by *(Name of Agency)*'s Board of Directors

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Resolution No. _____

Adopted: _____

(Name of agency)

By: _____ (Name of authorized signatory)

Authorized by (Name of Agency)'s Board of Directors

Resolution No. _____

Adopted: _____

(Name of agency)

By: _____ (Name of authorized signatory)

Authorized by (Name of Agency)'s Board of Directors

Resolution No. _____

Adopted: _____

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CCAM FINAL POLICY ON COORDINATED HUMAN SERVICE TRANSPORTATION PLANNING

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Federal Interagency Coordinating Council on Access and Mobility

Coordinated Human Service Transportation Planning

FINAL POLICY STATEMENT

Policy Statement

Consistent with the requirements of the Executive Order and the statutory creation of a locally-developed, coordinated public transit human service transportation planning process established in the Safe, Affordable, Flexible, Efficient, Transportation Equity Act-A Legacy for Users (SAFETEA-LU), members of the Federal Interagency Coordinating Council on Access and Mobility (CCAM) adopt the following policy statement:

“Member agencies of the Federal Coordinating Council on Access and Mobility resolve that federally-assisted grantees that have significant involvement in providing resources and engage in transportation delivery should participate in a local coordinated human services transportation planning process and develop plans to achieve the objectives to reduce duplication, increase service efficiency and expand access for the transportation-disadvantaged populations as stated in Executive Order 13330.”

NOTE: Significant involvement is defined as providing, contracting for and/or subsidizing individual transportation trips for individuals with disabilities, older adults, or people with lower incomes.

Background

Presidential Executive Order 13330 on the Coordination of Human Service Programs issued by the President on February 24, 2004, creates an interdepartmental Federal Council on Access and Mobility to undertake collective and individual departmental actions to reduce duplication among federally-funded human service transportation services, increase the efficient delivery of such services and expand transportation access for older individuals, persons with disabilities, persons with low-income, children and other disadvantaged populations within their own communities.

Coordinated Planning
Final Policy Statement
October 1, 2006

As a first principle to achieve these goals, federally-assisted grantees involved in providing and funding human service transportation need to plan collaboratively to more comprehensively address the needs of the populations served by various Federal programs. In their report to the President on the Human Service Transportation Coordination, members of the Council recommended that “in order to effectively promote the development and delivery of coordinated transportation services, the Administration seek mechanisms (statutory, regulatory, or administrative) to require participation in a community transportation planning process for human service transportation programs.

In August 2005, the President signed legislation consistent with this recommendation to reauthorize Federal public transportation and Federal highway programs that contained provisions to establish a coordinated human services transportation planning process. This legislation, the Safe, Affordable, Flexible, Efficient Transportation Equity Act, A Legacy for Users (SAFETEA-LU), created a requirement that a locally-developed, coordinated public transit/human service planning process and an initial plan be developed by 2007 as a condition of receiving funding for certain programs directed at meeting the needs of older individuals, persons with disabilities and low-income persons. The plan must be developed through a process that includes representatives of public, private and non-profit transportation providers and public, private and non-profit human service providers and participation by the public. Complete plans, including coordination with the full range of existing human service transportation providers, are required by Fiscal Year 2008

Implementation

Members of the Federal Council on Access and Mobility will undertake actions within six months of Council adoption to accomplish Federal program grantee participation in locally-developed, coordinated public transit/human service coordinated planning processes.

CCAM FINAL POLICY ON VEHICLE RESOURCE SHARING

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Federal Interagency Coordinating Council on Access and Mobility

Vehicle Resource Sharing

FINAL POLICY STATEMENT

Policy:

Federal Executive Order 13330 on Human Service Transportation Coordination directs Federal agencies funding human services transportation services to undertake efforts to reduce transportation service duplication, increase efficient transportation service delivery, and expand transportation access for seniors, persons with disabilities, children, low-income persons and others who cannot afford or readily use automobile transportation. Consistent with this presidential directive, members of the Federal Interagency Coordinating Council on Access and Mobility (CCAM) adopt the following policy statement:

“Member agencies of the Federal Coordinating Council on Access and Mobility resolve that Federally-assisted grantees that have significant involvement in providing resources and engage in transportation should coordinate their resources in order to maximize accessibility and availability of transportation services”.

Background:

Often Federal grantees at the State and local levels restrict transportation services funded by a Federal program to clients or beneficiaries of that Federal program. Some grantees do not permit vehicles and rides to be shared with other federally-assisted program clients or other members of the riding public. Federal grantees may attribute such restrictions to Federal requirements. This view is a misconception of Federal intent. In too many communities, this misconception results in fragmented or unavailable transportation services and unused or underutilized vehicles. Instead, federally assisted community transportation services should be seamless, comprehensive, and accessible to those who rely on them for their lives, needs, and livelihoods.

Purpose:

This policy guidance clarifies that Federal cost principles do not restrict grantees to serving only their own clients. To the contrary, applicable cost principles enable grantees to share the use of their own vehicles if the cost of providing transportation to the community is also shared. This maximizes the use of all available transportation vehicles and facilitates access for persons with disabilities, persons with low income, children, and senior citizens to community and medical services, employment and training opportunities, and other necessary services. Such arrangements

can enhance transportation services by increasing the pool of transportation resources, reducing the amount of time that vehicles are idle, and reducing or eliminating duplication of routes and services in the community.

Applicable Programs:

This policy guidance applies to the programs listed at the end of this document, as well as any other Federal program that allows funds to be used for transportation services. Any specific arrangements would be subject to the rules and policies of participating program(s). This guidance pertains to Federal program grantees that either directly operate transportation services or procure transportation services for or on behalf of their clientele.

Federal Cost Principles Permit Sharing Transportation Services:

A basic rule of appropriations law is that program funds must only be used for the purposes intended. Therefore, if an allowable use of a program's funds includes the provision of transportation services, then that Federal program may share transportation costs with other Federal programs and/or community organizations that also allow funds to be used for transportation services, as long as the programs follow appropriate cost allocation principles. Also, if program policy permits, vehicles acquired by one program may be shared with or used by other Federal programs and/or community organizations to provide transportation services to their benefiting population.¹

Federal agencies are required to have consistent and uniform government-wide policies and procedures for management of Federal grants and cooperative agreements – i.e., a “Common Rule.” Federal agencies are also required to follow uniform cost principles for determining allowable costs found in OMB circulars, the guidance which the Office of Management and Budget (OMB) developed on these matters.

These circulars set forth the standard Federal cost principles for determining allowable costs. For example, the allowability of costs incurred by State, local or federally-recognized Indian tribal governments is determined in accordance with the provisions in OMB Circular A-87, *Cost Principles for State, Local, and Indian Tribal Governments*. The allowability of costs incurred by non-profit organizations is determined in accordance with the provisions in OMB Circular A-122, *Cost Principles for Nonprofit Organizations*. The allowability of costs incurred by education institutions is determined in accordance with the provisions in OMB Circular A-21, *Cost Principles for Education Institutions*. The OMB Circulars are available at <http://www.whitehouse.gov/omb/circulars/index.html> .

OMB also required Federal agencies that administer grants and cooperative agreements to State, local and Tribal governments to put the uniform standards into their respective regulations. The table below illustrates where in the Code of Federal Regulations (CFR) you may find the uniform management and financial standards for applicable programs by responsible department.

¹ Program funds mean Federal funds. To the extent allowable under the applicable program's statutory and regulatory provisions, program funds also mean any State or local funds used to meet the Federal program's matching or cost-sharing requirement.

Department	Grants Management Common Rule (State & Local Governments)	OMB Circular A-110 (universities & non-profit organizations)
Agriculture	7 CFR 3016	7 CFR 3019
Commerce	15 CFR 24	15 CFR 14
Defense	32 CFR 33	32 CFR 32
Education	34 CFR 80	34 CFR 74
Energy	10 CFR 600	10 CFR 600
Health & Human Services	45 CFR 92	45 CFR 74
Housing & Urban Development	24 CFR 85	24 CFR 84
Interior	43 CFR 12	43 CFR 12
Justice	28 CFR 66	28 CFR 70
Labor	29 CFR 97	29 CFR 95
State	22 CFR 135	22 CFR 145
Transportation	49 CFR 18	49 CFR 19
Treasury	--	--
Veterans Affairs	38 CFR 43	--

OMB established Title 2 of the CFR as the single location where the public can find both OMB guidance for grants and cooperative agreements (subtitle A) and the associated Federal agency implementing regulations (subtitle B). To date, the provisions of OMB Circular A-110 have been codified at 2 CFR Part 215; OMB Circular A-21 at 2 CFR Part 220; OMB Circular A-87 at 2 CFR Part 225; and, OMB Circular A-122 at 2 CFR Part 230. Once the consolidation project has been completed, title 2 of the CFR will serve as a “one stop-shop” for grant policies and governmental guidance on applicable financial principles and single audit policy.

None of the standard financial principles expressed in any of the OMB circulars or associated Federal agency implementing regulations preclude vehicle resource sharing, unless the Federal program’s own statutory or regulatory provisions restrict or prohibit using program funds for transportation services. For example, one common financial rule states the following. “The grantee or sub grantee shall also make equipment available for use on other projects or programs currently or previously supported by the Federal Government, providing that such use will not interfere with the work on the project or program for which it was originally acquired. First preference for other use shall be given to other programs or projects supported by the awarding agency. User fees should be considered if appropriate. Notwithstanding the encouragement to earn program income, the grantee or subgrantee must not use equipment acquired with grant funds to provide services for a fee to compete unfairly with private companies that provide equivalent services, unless

specifically permitted or contemplated by Federal statute.”² Hence, this directive clearly signals Federal policy calling for multiple and full use of equipment purchased with grant funds. Grantees may even charge reasonable user fees to defray program costs. Program income includes income from fees for services performed and from the use or rental of real or personal property acquired with program grant funds. As a general matter, each program would use its share of the income in accordance with the program’s regulations or the terms and conditions of the award

In summary, allowability of costs is determined in accordance with applicable Federal program statutory and regulatory provisions and the cost principles in the OMB Circular that applies to the entity incurring the costs. Federal cost principles allow programs to share costs with other programs and organizations. Program costs must be reasonable, necessary, and allocable. Thus, vehicles and transportation resources may be shared among multiple programs, as long as each program pays its allocated (fair) share of costs in accordance with relative benefits received.

A limited number of Federal block grant programs are exempt from the provisions of the OMB uniform standards and the OMB cost principles circulars. Excluded programs in the U.S. Department of Health and Human Services include the Community Services Block Grant program, the Social Services Block Grant program, the Community Mental Health Services Block Grant program, and the Substance Abuse Prevention and Treatment Block Grant program. The State Community Development Block Grant program under the U.S. Department of Housing and Urban Development (HUD) is also an excluded program. State fiscal policies apply to grantees and their subrecipients under these programs. Unless Federal law or any applicable implementing program regulations restrict or prohibit the use of Federal program funds for transportation services, we believe that it is unlikely that a State’s fiscal policies would impede vehicle sharing.

Of course, all recipients (e.g., grantees, subgrantees and subrecipients) of Federal program funds must use the funds in ways that meet all applicable programmatic requirements, together with any limitations, restrictions, or prohibitions.

Possibilities for Meeting Transportation Needs:

- Partner with other program agencies. For example, a program serving the aging population owns and operates shuttle buses that provide transit services for senior citizens in several rural communities. The agency partnered with other programs to expand service to provide transportation for persons with disabilities working in community rehabilitation programs (CRPs), to provide transportation to key employment locations, and to provide Medicaid non-emergency medical transportation. This was done via a cost-sharing arrangement.
- Maximize use. For example, a for-profit organization receiving Federal Head Start funds purchased specially equipped buses to transport children to and from their Head Start facility. Generally, the buses are only used during specific hours of the day. During the idle periods (including evenings and week-ends), the organization rents the vehicles to another program serving seniors and persons with disabilities to provide transportation for recreational events,

² Uniform Administrative Requirements for Grants and Cooperative Agreements to State, Local and Tribal Governments, in the regulations shown in column two of the above table. For example, these provisions appear in the Department of Agriculture’s regulation at 7 CFR 3016.32 and in the Department of Health and Human Services’ regulation at 45 CFR 92.32. These provisions also appear in the Uniform Administrative Requirements for Grants and Agreements with Institution of Higher Education, Hospitals, and Other Non-Profit Organizations (OMB Circular A-110) at 2 CFR 215.34.

and personal needs (e.g., grocery shopping, hair dresser, medical appointments). The rental contract includes payment for extra costs incurred, such as expanded insurance coverage and additional fuel expenses. While this extra service is not allowable with Head Start funds, the income generated by the use of the buses during idle periods may be viewed as incidental to the primary use of the buses, as long as such use does not interfere with regular Head Start transportation services.

- Pool resources. For example, a community action and economic development agency, another non-profit organization, and a community mental health center receiving Community Service Block Grant funds, Community Development Block Grant funds, Social Service Block Grant funds, Community Mental Health Block Grant funds and/or Substance Abuse Prevention and Treatment Block Grant funds teamed up with the State agency that administers the Temporary Assistance for Needy Families (TANF) program and the State's Labor Department. Each funding source provided an allocable amount of seed money to start a shuttle operation service in the local service areas with high unemployment and no public transportation services. Each funding source also pays its fair share of allowable ongoing costs in accordance with the benefit received by each party. The operation is based on fixed routes that connect individuals to job and training sites, outpatient mental health services, and substance abuse treatment and counseling services in the area. The operation also provides a feeder service to connect clientele to public transportation that goes into the downtown area.
- Partner with non-profit or other community organizations. For example, several agencies contracted with a local organization that operates a van service to provide door-to-door service for their clientele, transporting them to key places in the area. Such places include hospitals and other medical facilities, child care centers, senior citizen centers, selected employment sites, and prisons for family visitation purposes.
- Engage the business community. For example, various programs within the State's transportation department, labor department, the TANF agency, and agencies that provide community health care and assistance for the aged worked with employers in the area to contribute to the expansion of a local transportation system. The private system provides shuttle service to selected employment sites and curb-to-curb services to CRCs, senior citizen centers, retail centers, community health centers or substance abuse treatment and counseling centers, hospitals and other locations. The service is sustained through a fare-based system, with each agency benefiting from the expanded service subsidizing an allocable portion of the fares for their clientele. This service helps participating employers and their family members, as well as job seekers, dislocated workers, current employees and their family members to have access to a range of services and opportunities.
- Facilitate car-pooling. For example, a local Workforce Investment Board identified clientele with reliable cars living in various locales that they pay to pick-up other people in their area going to the same employment or training site. Participating riders pay a fare to ride. The State's TANF agency and the State's Office for the Aging also participate in the car pooling activity by defraying a portion of the fare for their riders. These other agencies also help to expand the available cars in different locales by paying for necessary car repairs and insurance cost for their share of participants.

- Arrange ride sharing. For example, an agency that receives program funds to assist elderly individuals purchased a van to transport their clientele to medical services and other destinations. Other program agencies worked out a financial agreement with this agency to pick up their clients living in the same neighborhoods and take them to and from destinations along the van's route.
- Earn income: For example, the State's Department of Transportation noticed that some of the shuttle buses that they own have been underutilized. The Department of Transportation used three of those shuttle buses to launch a fixed bus route service in areas of the State lacking access to adequate transportation to shopping, work, school, training, medical services, and other daily needs. The bus service is open to the public and fares are charged. Other State agencies, such as the Department of Human Services entered into a Memorandum of Agreement to provide program funds to the Department of Transportation for applicable fare costs for their respective clientele benefiting from the service. The income generated could be used to defray operating costs or for other program purposes, in accordance with the applicable program and administrative rules.

Programs Covered:

The following Federal programs generally allow program funds to be used for transportation services. Nevertheless, you should still check with your program liaison as needed, to determine whether the particular service you would like to provide would be an allowable use of funds. For example, under HUD's Community Block Grant Program, funds may be used to pay for certain transportation services (e.g., fares), but not others (e.g., personal auto repair costs or personal auto insurance).

Department of Transportation

DOT/Federal Transit Administration (FTA)/Capital Improvement
 DOT/FTA/Elderly and Persons with Disabilities
 DOT/FTA/Job Access Reverse Commute
 DOT/FTA/New Freedom
 DOT/FTA/Non Urbanized Formula (Rural)
 DOT/Urbanized Formula

Department of Education

ED/Assistance for Education of All Children with Disabilities (Individuals with Disabilities Education Act)

Department of Health and Human Services - Administration for Children and Families (ACF)

HHS - ACF/Community Services Block Grant Program
 HHS - ACF/Head Start
 HHS - ACF/Social Services Block Grants
 HHS - ACF/State Councils on Developmental Disabilities and Protection & Advocacy Systems
 HHS - ACF/Temporary Assistance for Needy Families

HHS – ACF/Promoting Safe and Stable Families Program
HHS – ACF/Development Disabilities Project of National Significance
HHS – ACF/Refugee and Entrant Assistance Discretionary Grants
HHS – ACF/Refugee and Entrant Assistance State Administered Programs
HHS – ACF/Refugee and Entrant Assistance Targeted Assistance
HHS – ACF/Refugee and Entrant Assistance Voluntary Agency Programs

HHS-Administration on Aging

HHS – Administration on Aging (AoA)/Grants for Supportive Services and Senior Centers
HHS - AoA/Programs for American Indian, Alaskan Native, and Native Hawaiian Elders

HHS - Centers for Medicare and Medicaid (CMS)

HHS - CMS/Medicaid
HHS – CMS/State Children’s Health Insurance Program

HHS - Health Resources and Services Administration (HRSA)

HHS - HRSA/ Community Health Centers
HHS - HRSA/Healthy Communities Program
HHS - HRSA/HIV Care Formula
HHS - HRSA/Rural Health Care Network
HHS – HRSA/Rural Health Care Outreach Program
HHS – HRSA/Healthy Start Initiative
HHS – HRSA/Maternal and Child Services Grants
HHS – HRSA/Ryan White CARE Act Programs

HHS - Substance Abuse Mental Health Services Administration (SAMHSA)

HHS - SAMHSA/ Community Mental Health Services Block Grant

Department of Housing and Urban Development (HUD), Office of Community Planning and Development (OCPD)

HUD - OCPD/Community Development Block Grant
HUD - OCPD/ Housing Opportunities for Persons with AIDS
HUD - OCPD/Supportive Housing Program

Any other Federal program that allows funds to be used for transportation services.

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APPENDIX B: SURVEY AND QUESTIONNAIRE

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Utah County Coordinated Human Service Transportation Plan



Utah Department
of Transportation

SPONSORED
BY:

<<insert date>>

<<insert mailing address from mail merge>>

RE: Utah County Coordinated Transportation Plan

Dear Human Service Agency or Transportation Provider,

Limited funding and increased demand for transportation services in Utah County has made it difficult for agencies like yours to provide adequate transportation services for their clients. Coordination of transportation services has been identified as one means to address this problem.

Consequently, Mountainland Association of Governments and the Utah Department of Transportation are sponsoring the Utah County Coordinated Transportation Plan to identify ways to improve transportation in Utah County through coordination of human service transportation programs. The Plan addresses services for the transportation disadvantaged, including services for seniors, people with disabilities and low-income job seekers in Utah County.

Your organization has been identified as an important participant in planning for coordination of human service transportation programs. We would like to make you aware of two opportunities for your organization to participate in the planning process:

1) Survey: By filling out the attached survey, you will supply key information that will be used to develop the plan. Your input on the survey is greatly appreciated. Below are answers to a few common questions about the survey.

Who should fill out the survey?

Someone from your organization who is involved in the provision of transportation for your organization, or who is familiar with the transportation needs of your clients, should fill out the survey. This person should have the authority and permission to provide the information requested.

How should the survey be returned?

If you received the survey via U.S Mail, please submit your completed survey in the enclosed, self-addressed, stamped envelope. Completed surveys can also be submitted via Fax (801) 618-4116, attn: Liz Cowans. Please mail (see address below) or fax your completed survey by **August 24, 2008**.

2) Regional Transportation Workshop: In addition to the survey, our team will conduct a regional workshop seeking input from transportation and human service providers. Once the meeting dates have been set, your organization will receive an invitation.

In addition to these methods for incorporating service providers' comments, our team will also be conducting local meetings designed for gathering input from your clients.

If you have any questions, please feel free to contact us. Our contact information is:

Telephone: (801) 916-5464
E-mail: rpeterson@wcecengineers.com

Utah County Coordinated Transportation Plan
C/O WCEC Engineers.
147 W. Election Road, Suite 200
Draper, Utah 84020

We look forward to working with you.

Sincerely,

Ross Peterson
Project Manager

Utah County Public Transportation Provider Survey

Agency/Organization Name: _____

Street Address: _____

City, State, Zip Code: _____

Mailing Address (*if different from above*): _____

City, State, Zip Code: _____

Contact Person (Name & Title): _____

Contact Telephone Number: () FAX Number: ()

E-mail Address: _____

Website: _____

1. How do your clients schedule a ride?

- ☐ Call a phone number; # _____
- ☐ Use the internet
- ☐ Use another agency representative

2. Is your agency/organization:

- ☐ Government? ☐ Private Business?
- ☐ Non-Profit?

3. How are your agency's funds eligible to be used for transportation?

- ☐ Purchase transportation through a contract with a transportation provider
- ☐ Use funds to subsidize transportation through vouchers or bus passes
- ☐ Directly operate vehicles for passenger transportation
- ☐ Other _____
- ☐ Agency's funds not eligible to be used for transportation (*Skip to question 17*)

4. Which city(ies)/county(ies) does your agency consider to be in your service area?

- | | | |
|---|---|---|
| <input type="checkbox"/> Alpine | <input type="checkbox"/> Orem | <input type="checkbox"/> Woodland Hills |
| <input type="checkbox"/> American Fork | <input type="checkbox"/> Payson | <input type="checkbox"/> Vineyard Town |
| <input type="checkbox"/> Cedar Hills | <input type="checkbox"/> Pleasant Grove | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Draper | <input type="checkbox"/> Provo | |
| <input type="checkbox"/> Eagle Mountain | <input type="checkbox"/> Salem | Counties: |
| <input type="checkbox"/> Elk Ridge | <input type="checkbox"/> Santaquin | <input type="checkbox"/> Tooele |
| <input type="checkbox"/> Highland | <input type="checkbox"/> Saratoga Springs | <input type="checkbox"/> Summit |
| <input type="checkbox"/> Lehi | <input type="checkbox"/> Spanish Fork | <input type="checkbox"/> Salt Lake |
| <input type="checkbox"/> Lindon | <input type="checkbox"/> Springville | <input type="checkbox"/> Juab |
| <input type="checkbox"/> Mapleton | <input type="checkbox"/> Vineyard Town | |

5. Please identify the types of transportation limitations experienced by your clients: (*check all that apply*)

- | | |
|---|---|
| <input type="checkbox"/> Age-related disability | <input type="checkbox"/> Lack of motor vehicle |
| <input type="checkbox"/> Physical disability | <input type="checkbox"/> Developmental disability |
| <input type="checkbox"/> Remote location | <input type="checkbox"/> Visual impairment |
| <input type="checkbox"/> Other _____ | |

6. How do individuals access your agency's on-site services? (*Check all that apply*):

- | | |
|--|---|
| <input type="checkbox"/> Drive themselves | <input type="checkbox"/> Your agency's vehicles |
| <input type="checkbox"/> Walk, bike | <input type="checkbox"/> Public transportation |
| <input type="checkbox"/> Family, friends, or neighbor | <input type="checkbox"/> Taxi |
| <input type="checkbox"/> Private vehicles driven by agency employee or volunteer | <input type="checkbox"/> Other _____ |

7. Check the time periods your clients need transportation to access your services:

	6:00 am – 9:00 am	9:00 am – Noon	Noon – 3:00 pm	3:00 pm – 6:00 pm	6:00 pm – 9:00 pm	9:00 pm – Mid Night	Mid Night – 6:00 am
Weekdays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Does your agency have eligibility requirements for its clients?

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> Age | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Disability | <input type="checkbox"/> No Eligibility Requirements |
| <input type="checkbox"/> Income | |

9. Indicate why transportation is a barrier for your clients. (*check all that apply*)

- ☐ Transportation services are not available
- ☐ Existing transportation providers are too costly
- ☐ Existing transportation services don't operate the same hours as human service agencies
- ☐ Existing transportation services don't serve locations where services are located
- ☐ Existing transportation providers only serve their own clients
- ☐ Other _____
- ☐ Transportation is not a barrier

10. Indicate the number of people on your agency's staff who serve as

_____ Drivers	_____ Administration
_____ Dispatchers	

11. How many vehicles do you have available to transport passengers?

Vehicle Type	Number of Vehicles	Number that are wheelchair lift-equipped
Below 15 Passengers		
16 + Passengers		

12. For the most recent fiscal year, what were your agency's:

_____ Total Revenue Miles
 _____ Total Passengers (unlinked trips)
 _____ Total Revenue Hours

Revenue miles and hours refer to the times when your vehicles are open for passenger service. This does not include "deadhead" time when your vehicles are traveling to the garage, or in use for non-passenger service.

An unlinked trip represents each leg of an individual rider's trip. For example, a trip to work in the morning and a trip to home at the end of the work day represent two unlinked trips.

13. For the most recent fiscal year, what were your agency's fully allocated transportation operating expenditures:

\$ _____ Administrative Expenses
 \$ _____ Operating Expenses
 \$ _____ Total Administrative & Operating Expenditures

14. Indicate the times when your agency provides transportation services. (check all that apply)

	6:00 am – 9:00 am	9:00 am – Noon	Noon – 3:00 pm	3:00 pm – 6:00 pm	6:00 pm – 9:00 pm	9:00 pm – Mid Night	Mid Night – 6:00 am
Weekdays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Please indicate the types of trips that your agency typically provides. (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Program at your agency (i.e. Day Treatment, Training, Recreation, Education, and etc.) | <input type="checkbox"/> Employment |
| <input type="checkbox"/> Congregate Meals | <input type="checkbox"/> Education |
| <input type="checkbox"/> Program at another agency | <input type="checkbox"/> Shopping/Personal Business |
| <input type="checkbox"/> Medical appointment | <input type="checkbox"/> Field Trip/Recreation |
| | <input type="checkbox"/> Other _____ |

16. How is transportation service funded at your agency? *(check all that apply)*

- | | |
|--|--|
| <input type="checkbox"/> City Funds | <input type="checkbox"/> Head Start |
| <input type="checkbox"/> County Funds | <input type="checkbox"/> Sales Tax |
| <input type="checkbox"/> State Funds | <input type="checkbox"/> Medicaid |
| <input type="checkbox"/> Donations | <input type="checkbox"/> Older Americans Act |
| <input type="checkbox"/> Fares | <input type="checkbox"/> Vocational Rehabilitation |
| <input type="checkbox"/> Federal Transit Administration (5311,
5310, 5316, 5317, and/or 5307) | <input type="checkbox"/> Welfare-to-Work (TANF) |
| | <input type="checkbox"/> Other _____ |

17. What restrictions, if any, does your agency place on trips? *(check all that apply)*

Trips are limited to:

- | | |
|---|--|
| <input type="checkbox"/> Children | <input type="checkbox"/> Seniors |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Social/Recreational |
| <input type="checkbox"/> Groceries/Shopping | <input type="checkbox"/> Students (K-12) |
| <input type="checkbox"/> People with low incomes | <input type="checkbox"/> Veterans |
| <input type="checkbox"/> People with disabilities | <input type="checkbox"/> Vocational Rehabilitation |
| <input type="checkbox"/> Religious | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Residential Care | <input type="checkbox"/> Trips are not limited |

18. Do your clients routinely have transportation needs that your agency cannot serve?

- | | |
|---|-----------------------------|
| <input type="checkbox"/> Yes <i>(please describe)</i> | <input type="checkbox"/> No |
|---|-----------------------------|

19. What ideas do you have for improving transportation in your community?

20. Indicate your current level of and/or interest in the following (*check all that apply*):

	We already do this	We are interested in doing this	We are not interested in doing this	Not Sure
Centralized scheduling, dispatch and vehicle tracking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Networking with other agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contracting to purchase transportation service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contracting to provide transportation service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sharing of vehicles among agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Centralized fuel purchasing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consolidating services to a single provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cooperatively purchasing vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collaborate in writing grant applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technology for vehicle tracking and ride scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pooling training resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pooling financial resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pooling insurance resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pooling maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (<i>please specify</i>):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Once completed, please return this survey to:

Utah County Coordinated Transportation Plan
C/O WCEC Engineers
147 W. Election Rd., Suite #200
Draper, Utah 84020
Fax: (801) 618-4116

Questions? Contact Us:
e-mail: rpeterston@wcecengineers.com
(801) 916-5464

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Utah County Coordinated Human Service Transportation Plan

September 11, 2008

Greetings,

Limited funding and increased demand for transportation services in Utah County has made it difficult for agencies in Utah County to provide adequate transportation services for their clients. Coordination of transportation services has been identified as one means to address this problem.

Consequently, Mountainland Association of Governments and the Utah Department of Transportation are sponsoring the Utah County Coordinated Human Service Transportation Plan to identify ways to improve transportation in Utah County through coordination of human service transportation programs. The plan addresses services for seniors, people with disabilities, and low-income job seekers in Utah County.

Your input is critical part of the planning process. Please complete the attached questionnaire to provide the Planning Team with important information that will shape the outcome of the plan. Below are the answers to a few common questions about the questionnaire.

Who should fill out the questionnaire?

Anyone who is interested in improving public transportation for senior, disabled, and low-income members of our communities may participate in this questionnaire. If you are filling out the questionnaire on behalf of someone else, please make sure to answer the questions in a way that is representative of the individual for whom you are completing the questionnaire.

How should the questionnaire be returned?

If you received this questionnaire as part of a local meeting and have time to fill it out while attending the meeting, simply give it to any member of the Planning Team. If you received the questionnaire via hand delivery or U.S. Mail, please return by fax (801) 618-4116, or to our Team Address of Utah County Coordinated Human Service Transportation Plan, C/O WCEC Engineers, 147 W. Election Rd., Suite 200, Draper, UT 84020.

Your participation in this questionnaire is greatly appreciated. The Planning Team is dedicated to protecting your privacy and will not ask for your name or address in connection with this questionnaire.

If you have any questions, please feel free to contact us at (801) 916-5464, or via email: rpeterston@wcecengineers.com.

We look forward to hearing from you.

Sincerely,

The Planning Team



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Utah County Coordinated Human Service Transportation Plan

1. Where do you live?

City: _____

County: _____

2. Please indicate which, if any, of the following transportation limitations that apply to you (check all that apply):

☐ Age –related disability

☐ Physical disability

☐ Cannot afford motor vehicle

☐ Remote location

☐ Lack of motor vehicle (*for reasons other than income*)

☐ Developmental disability

☐ Visual impairment

☐ Hearing Impairment

☐ Multiple disabilities

☐ No transportation limitations

☐ Other (*please specify*):

3. What are your transportation needs?

4. What transportation services are available to you?

5. What are some of the issues that you face when seeking to get from one place to another?

6. Do you have any ideas for improving transportation in your area?

Thank you for completing this survey! Your assistance is greatly appreciated and will assist Mountainland Association of Governments and the Utah Department of Transportation in improving transportation services in your community.

Once completed, please return this survey to:

Utah County Coordinated Human Service Transportation Plan

C/O WCEC Engineers

147 W. Election Rd., Suite 200

Draper, UT 84020

Fax: (801) 618-4116

Questions? Contact Us:

Email: rpeterson@wcecengineers.com

(801) 916-5464



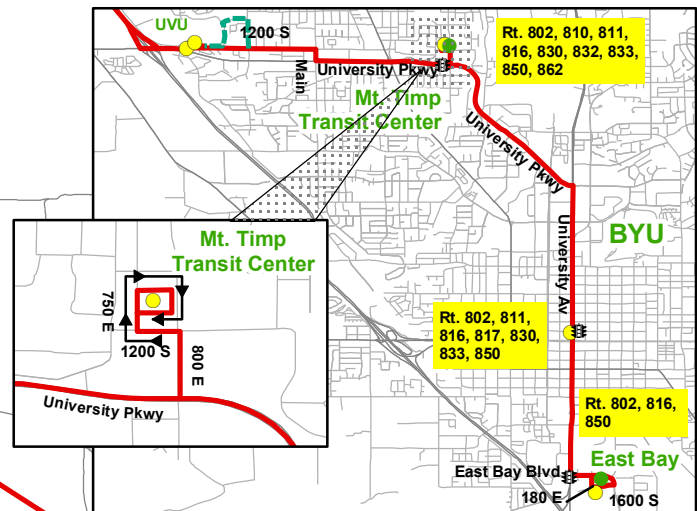
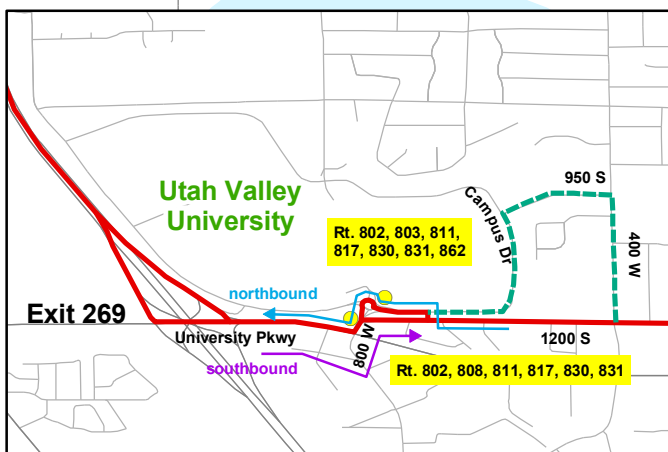
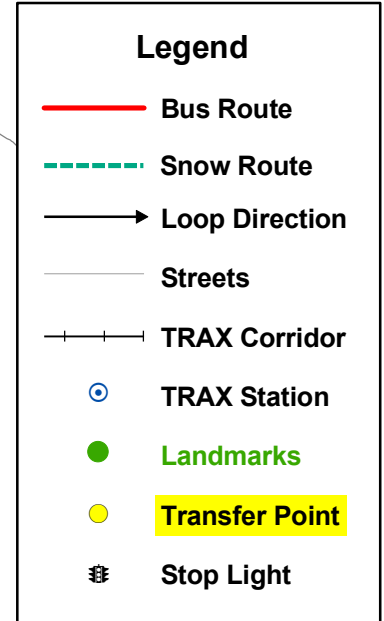
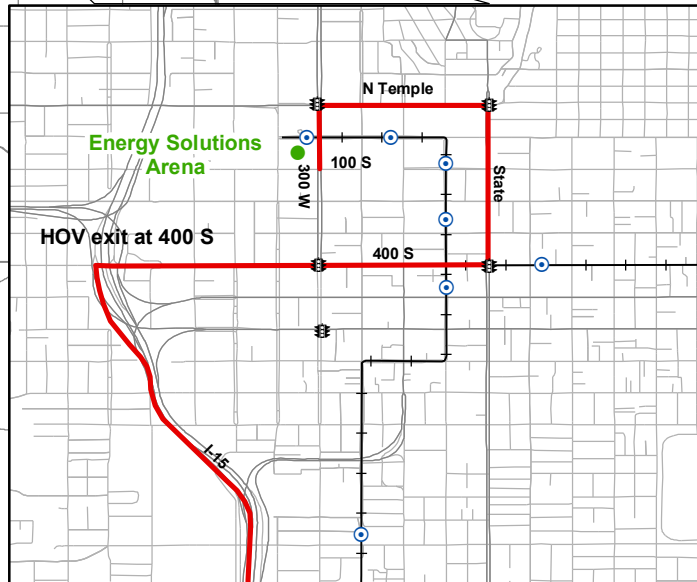
APPENDIX C: UTA ROUTE MAPS

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Route 801

Provo/Orem/SLC

Express



Effective Date May 15, 2002
(Modified 4/27/08)

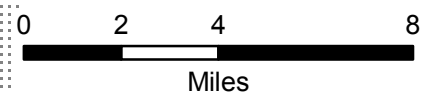
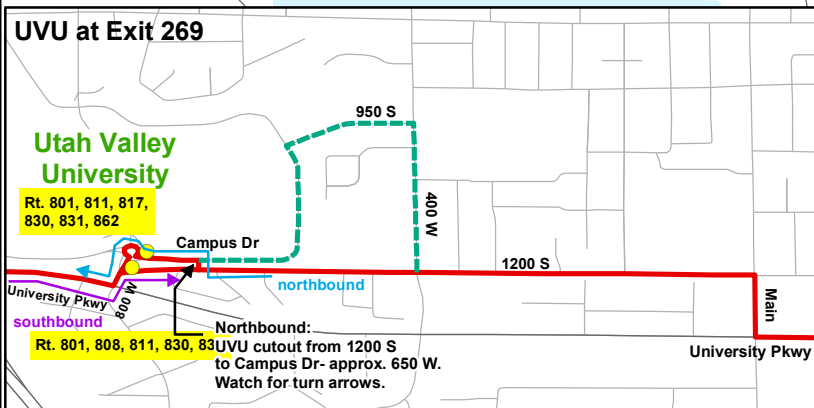
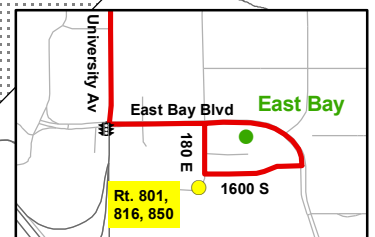
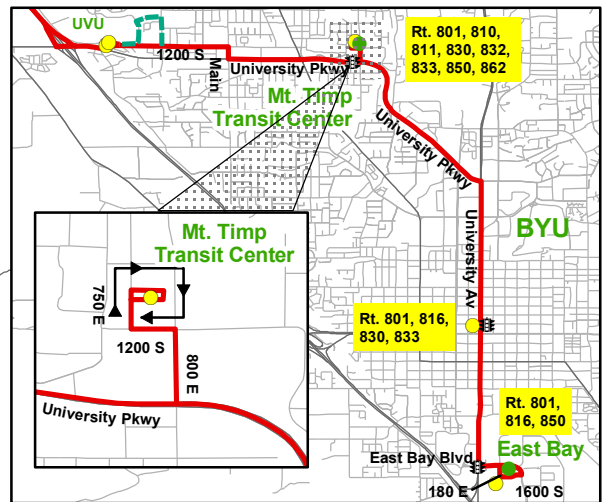
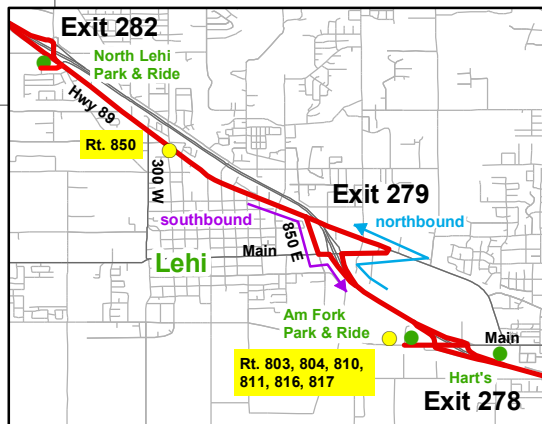
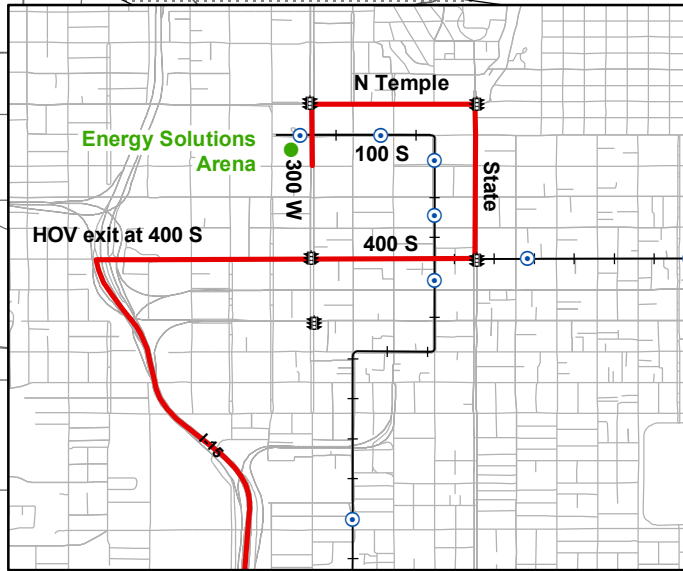
Route 802

SLC/Lehi/AF/Orem

Express

Legend

- Bus Route
- Snow Route
- Loop Direction
- Streets
- TRAX Corridor
- TRAX Station
- Landmarks
- Transfer Point
- ⚡ Stop Light



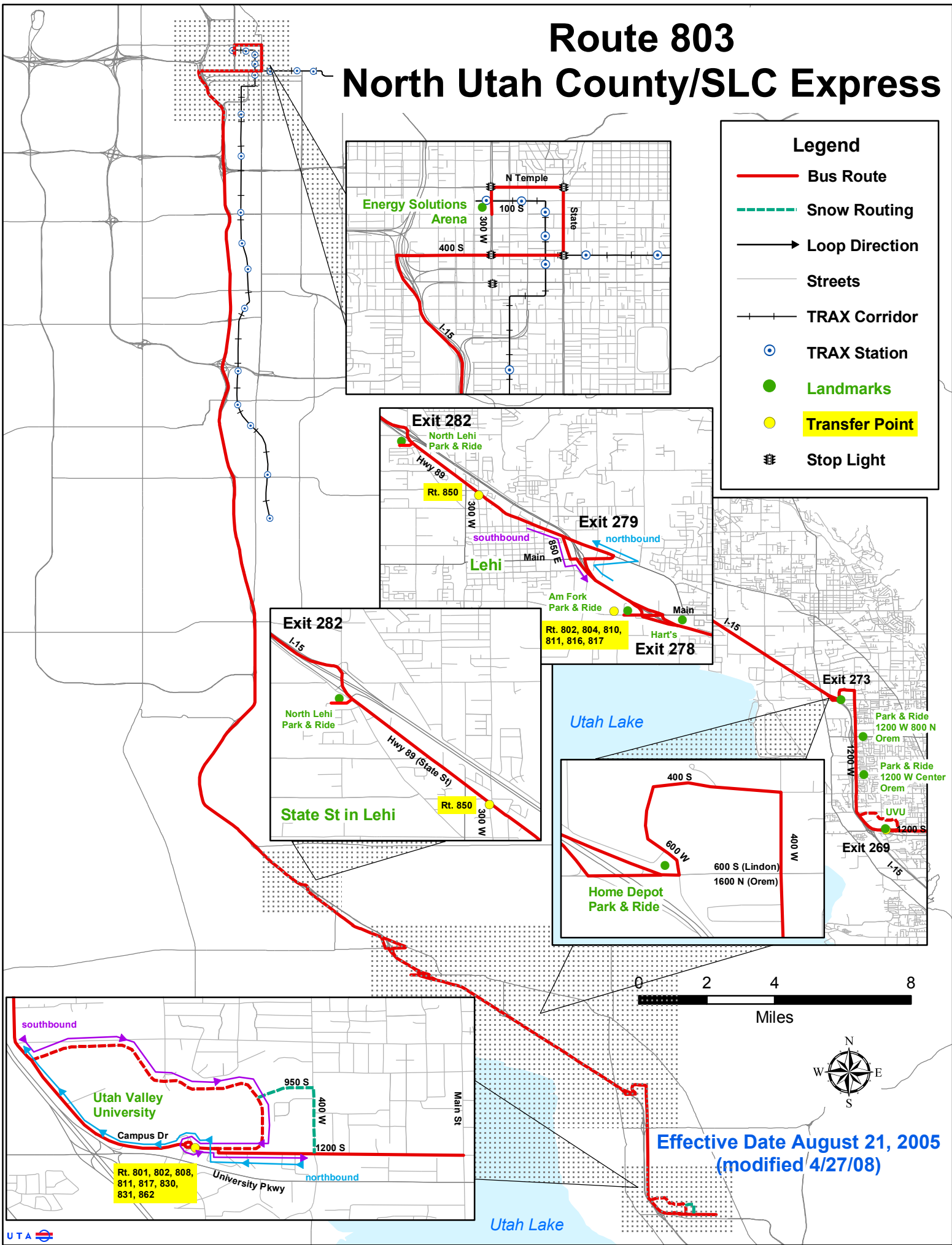
Effective Date April 16, 2006
(modified 4/27/08)

Route 803

North Utah County/SLC Express

Legend

- Bus Route
- - - Snow Routing
- Loop Direction
- Streets
- + + + TRAX Corridor
- TRAX Station
- Landmarks
- Transfer Point
- ⊞ Stop Light

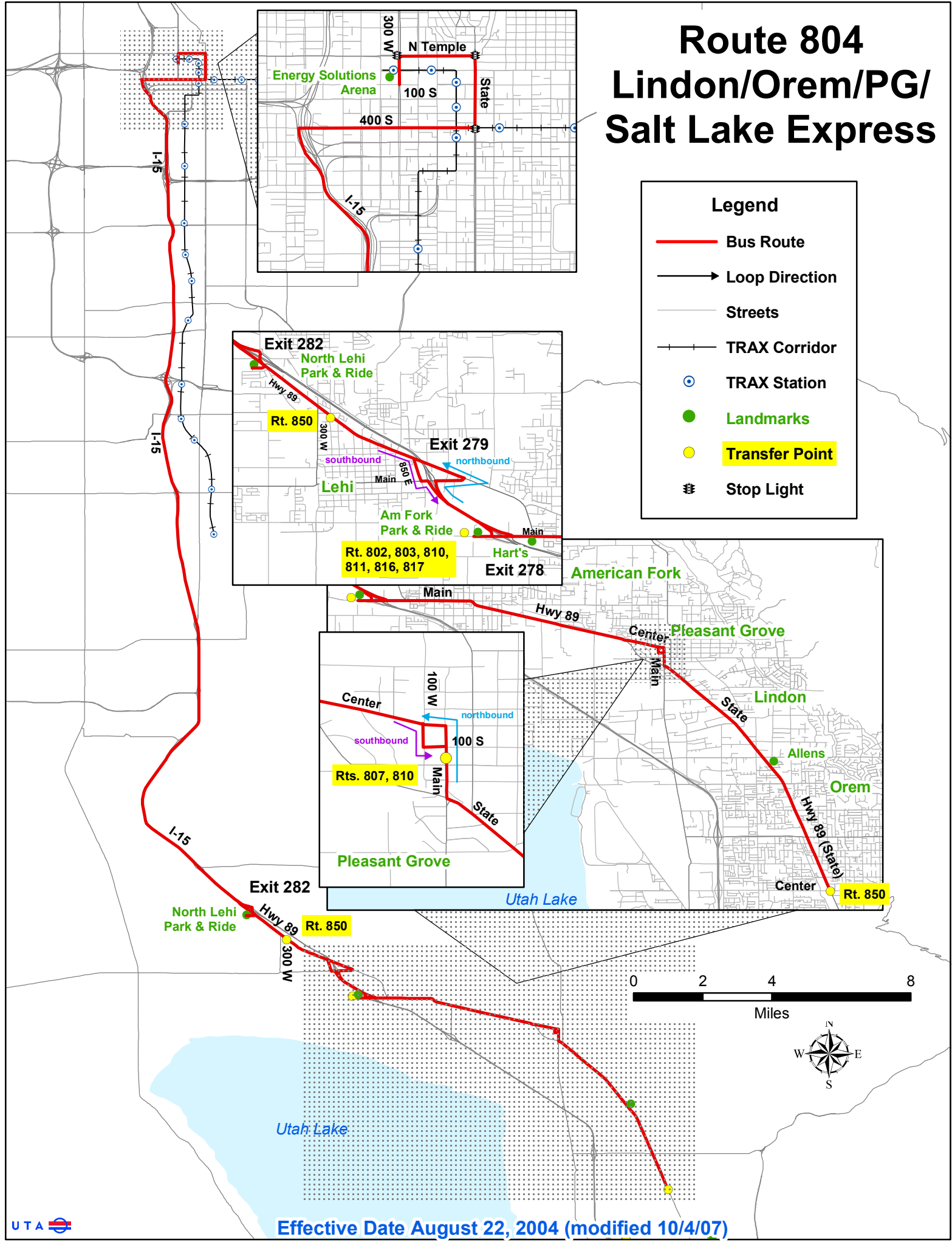


Route 804

Lindon/Orem/PG/ Salt Lake Express

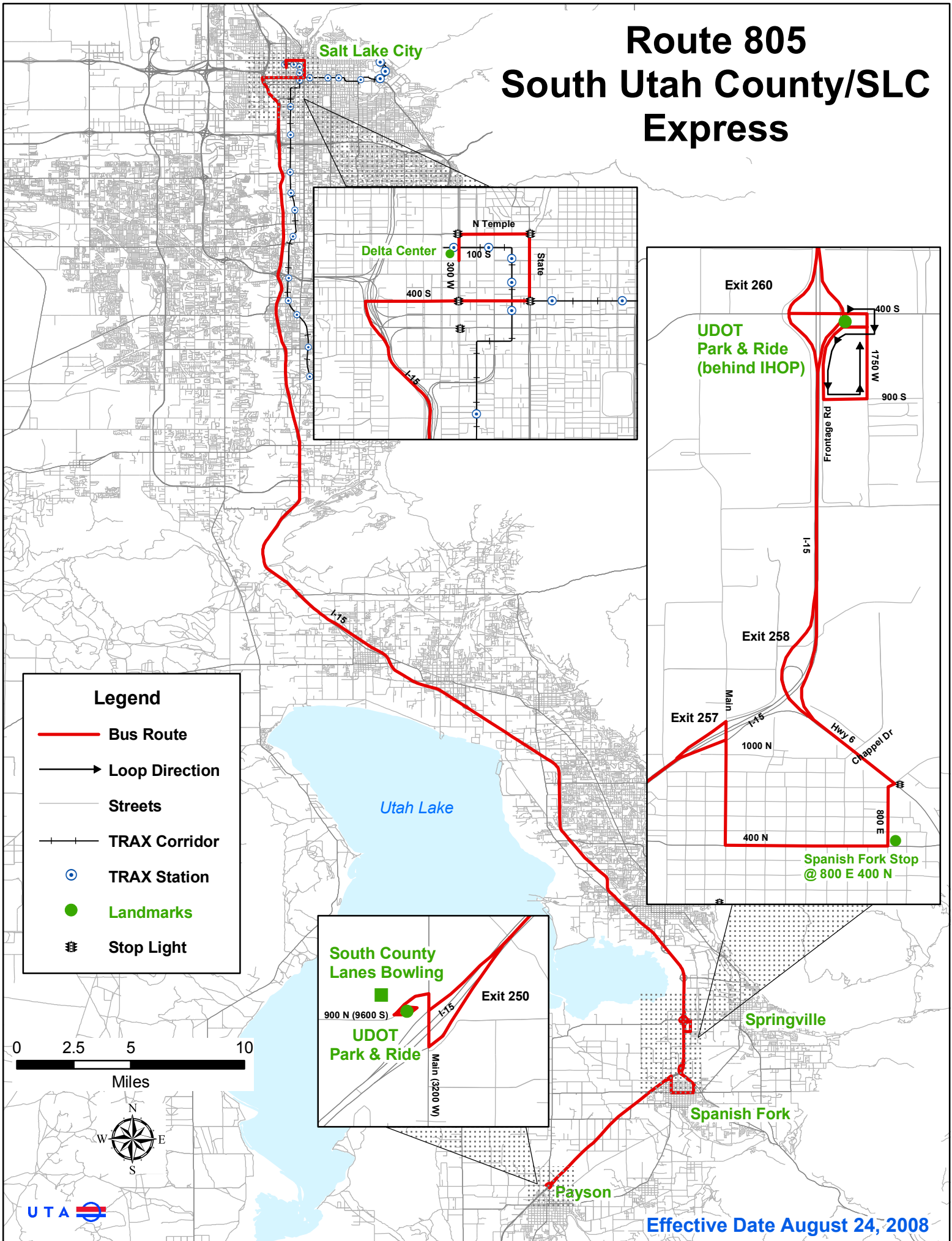
Legend

- Bus Route
- Loop Direction
- Streets
- +— TRAX Corridor
- ⊙ TRAX Station
- Landmarks
- Transfer Point
- ⊞ Stop Light



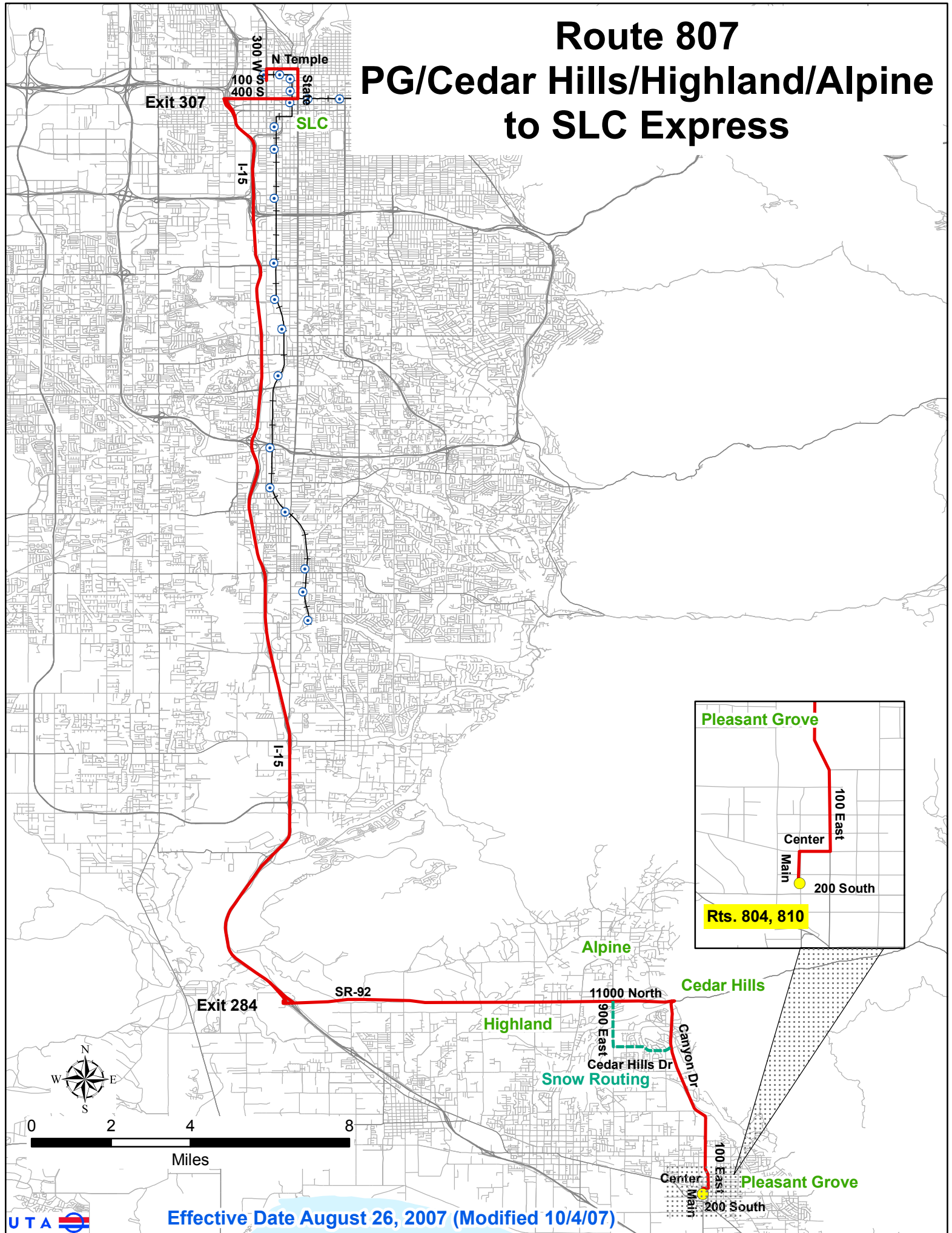
Route 805

South Utah County/SLC Express



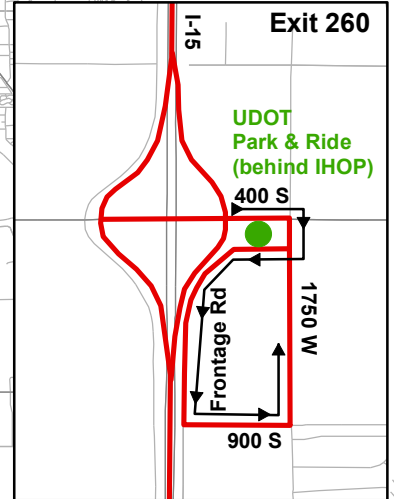
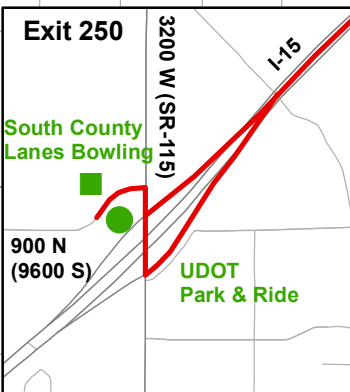
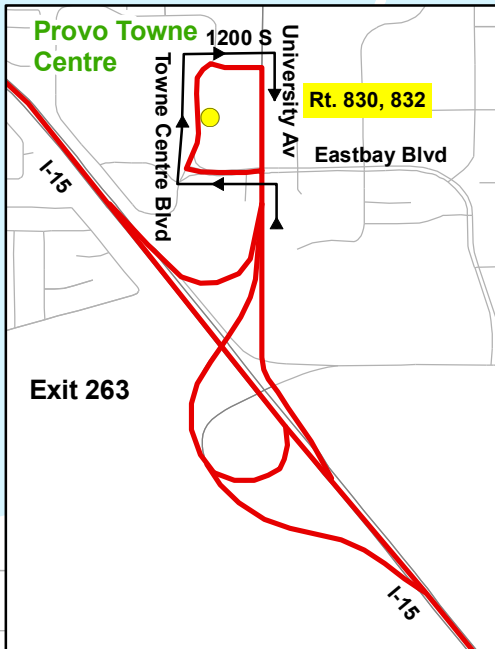
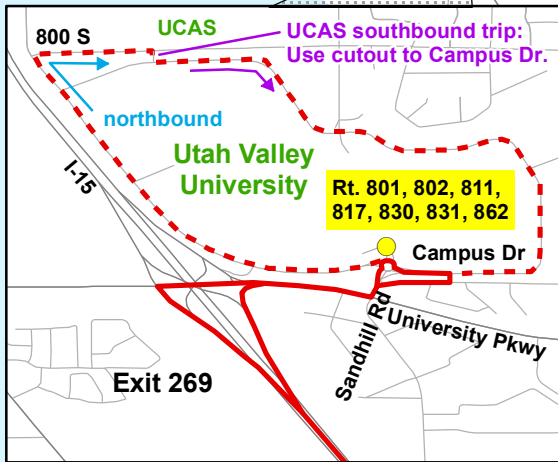
Route 807

PG/Cedar Hills/Highland/Alpine to SLC Express



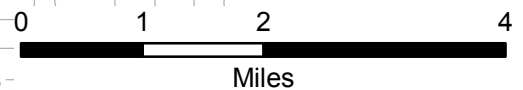
Route 808

South County/UVSC



Spanish Fork stop
@ 800 E 400 N

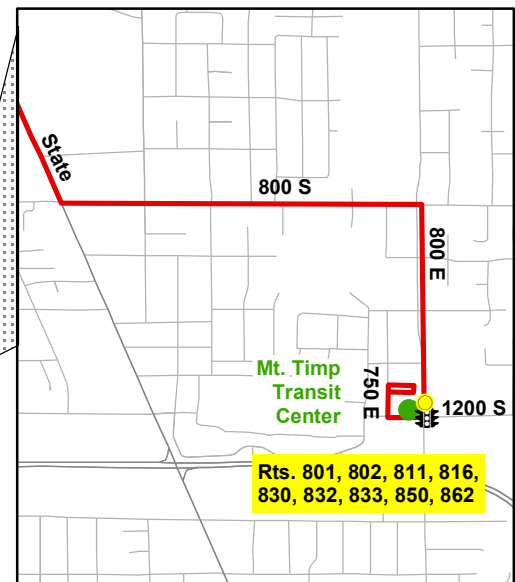
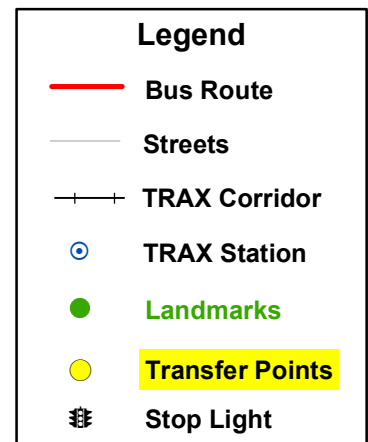
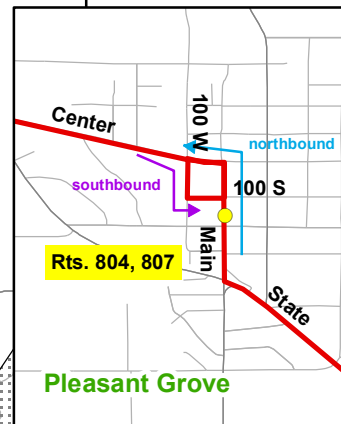
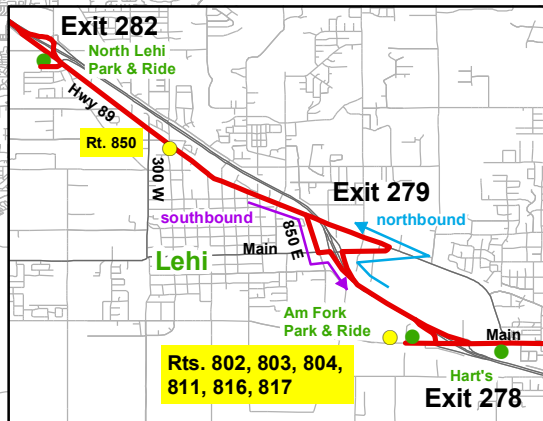
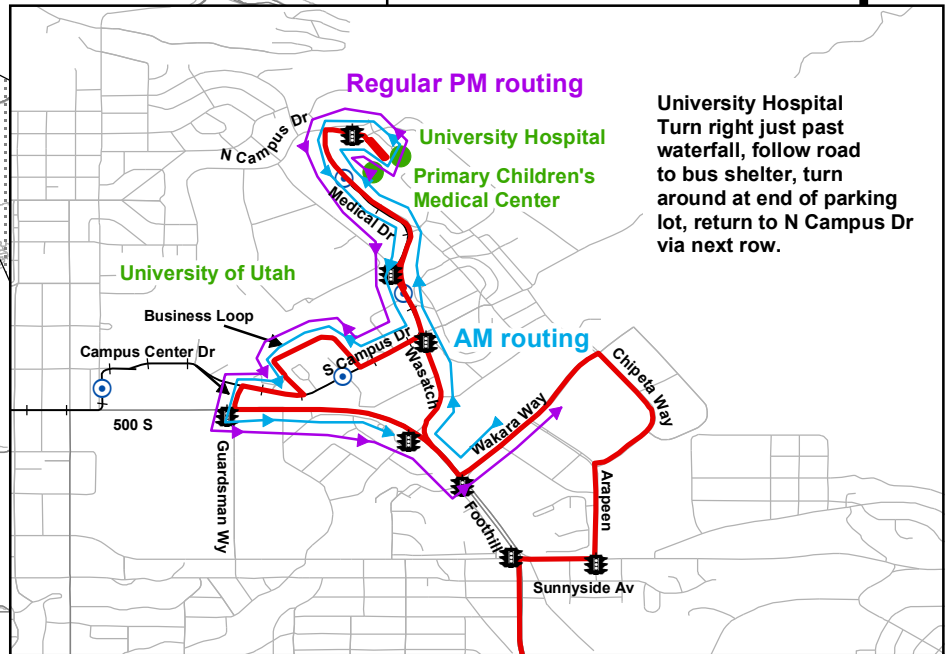
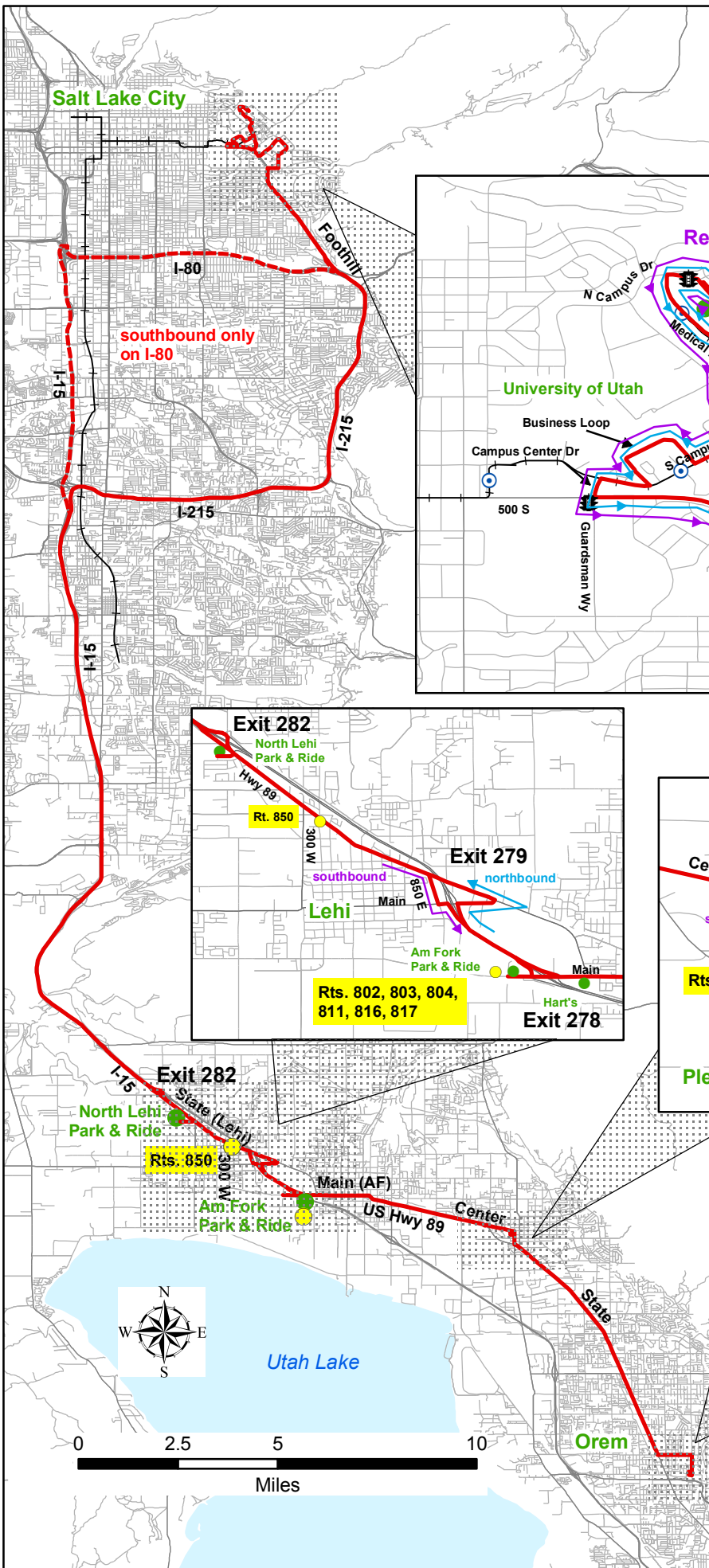
Spanish Fork



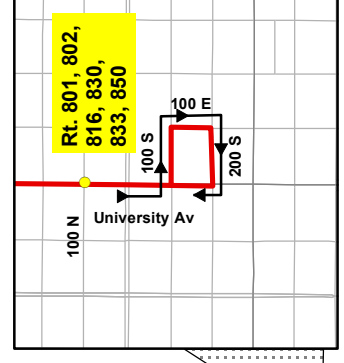
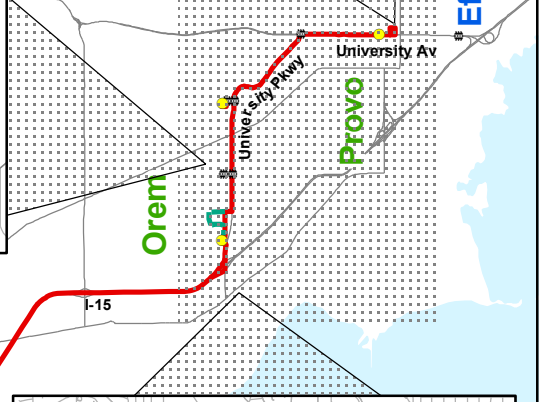
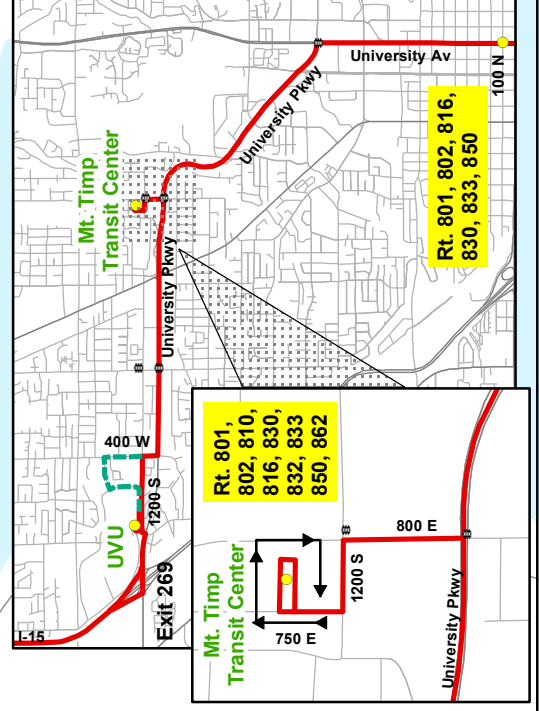
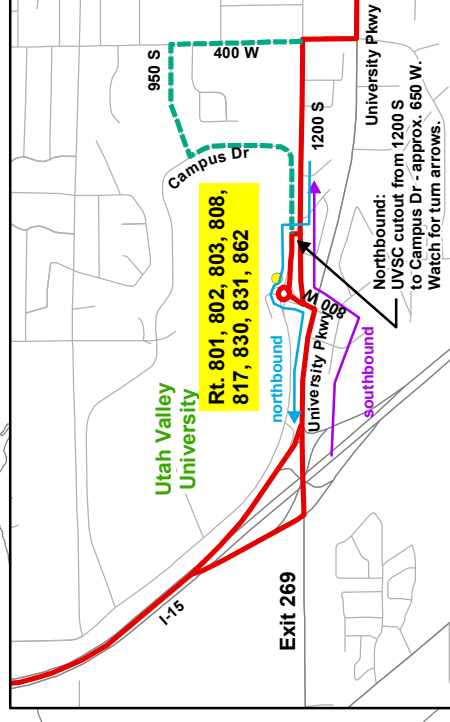
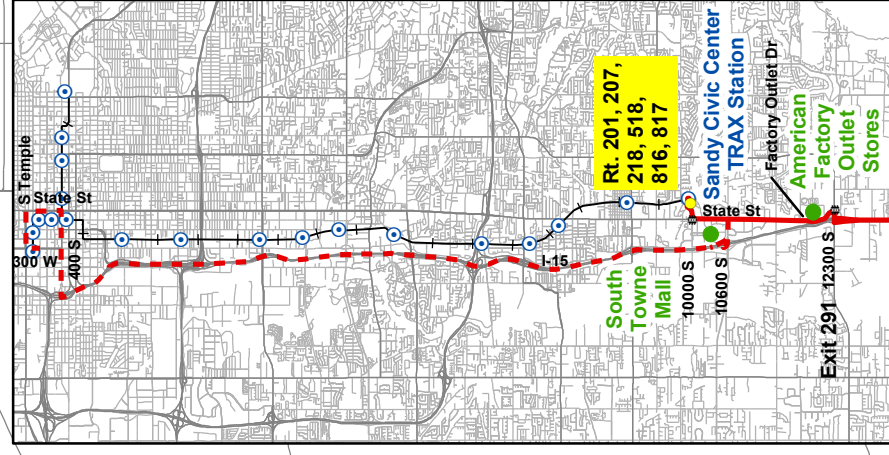
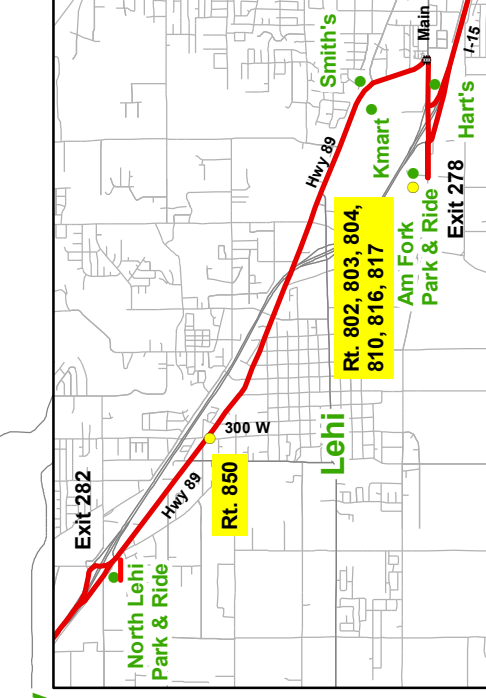
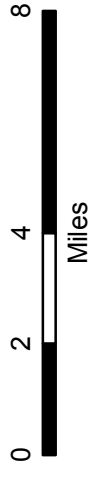
Effective Date August 24, 2008
(modified 7/16/08)

Route 810

Orem/American Fork/Lehi/U of U Express



Route 811 Utah Valley TRAX Connector



Legend

- Bus Route
- - - Select Trips
- - - Snow Route
- Loop Direction
- Streets
- TRAX Corridor
- TRAX Station
- Landmark
- Transfer Point
- ⊕ Stop Light

Effective Date November 20, 2005
(Modified 4/27/08)



Route 816

Timpanogos

Saturday Service

Legend

- Bus Route
- Loop Direction
- Streets
- +— TRAX Corridor
- ⊙ TRAX Station
- Landmarks
- Rt. 201, 207, 218, 518, 811, 817 Transfer Point
- ⚡ Stop Light

Sandy Civic Center
TRAX Station

South
Towne
Mall

Sandy Civic Center
TRAX Station

Rt. 201, 207,
218, 518,
811, 817

Park & Ride Lot

Exit 291

Exit 282

North Lehi Park & Ride

Rt. 850

Am Fork Park & Ride

Main St (AF)

Center

Main St (PG)

North Lehi
Park & Ride

Rt. 850

Rt. 802, 803, 804,
810, 811, 817

Am Fork Park & Ride

Main St (AF)

Mt. Timp
Transit Center

University Mall

Rt. 801, 802,
810, 811, 830,
832, 833, 850, 862

Orem

East
Bay

0 1 2 4

Miles



Effective Date April 16, 2006
(modified 4/27/08)



Kmart

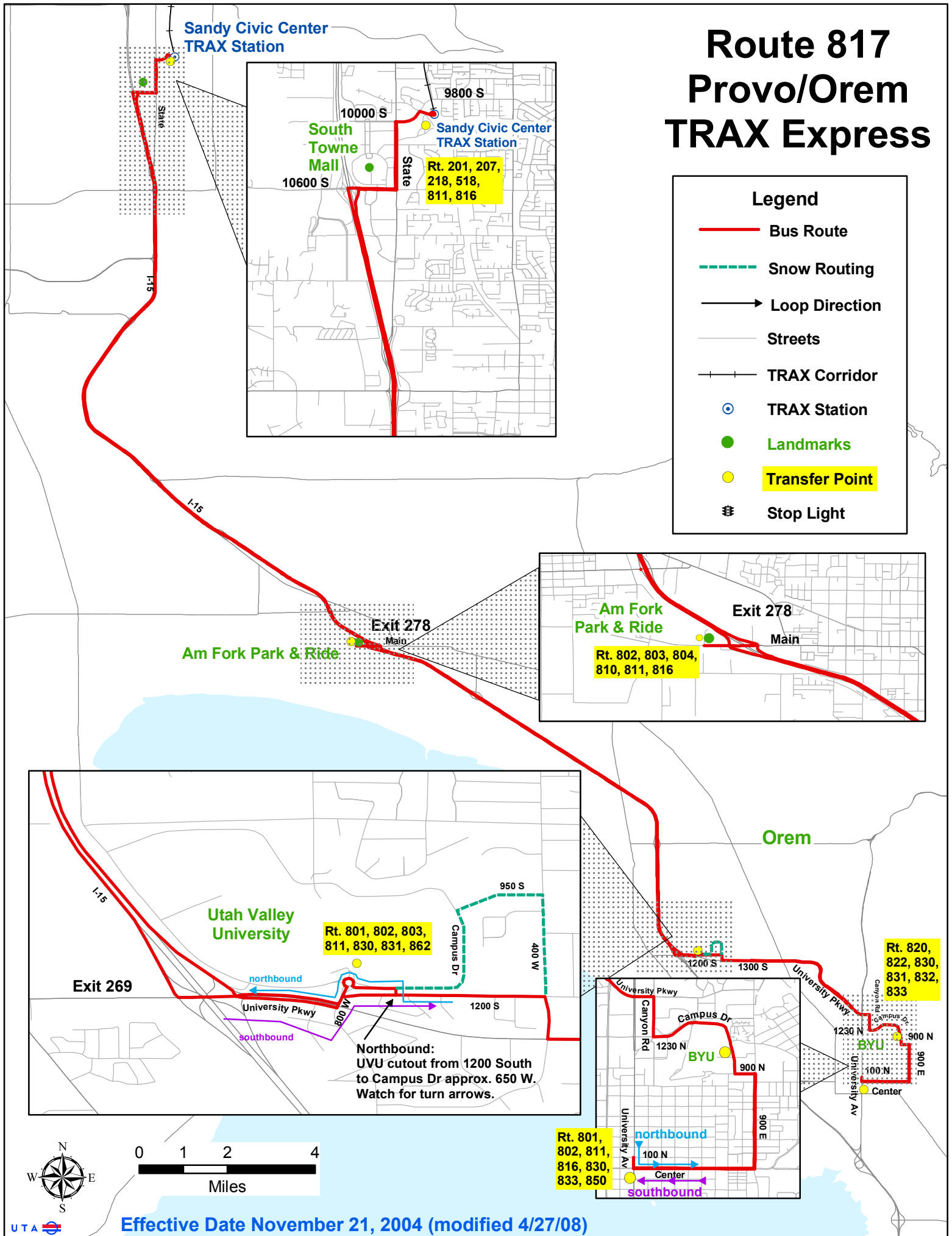
East Bay Blvd

Rt. 801, 802

Route 817 Provo/Orem TRAX Express

Legend

- Bus Route
- - - Snow Routing
- Loop Direction
- Streets
- + + TRAX Corridor
- ⊙ TRAX Station
- Landmarks
- Transfer Point
- ⚡ Stop Light



Route 820 South Utah County Shuttle

Legend

Bus Route

Limited Service

Loop Direction

Streets

Landmark

Transfer Point

Stop Light

Rt 830, 831, 832, 833

Heritage Dr

Campus Dr

900 N

900 E

**Southbound Only:
Service Church Park & Ride
Lot as Requested**

Spanish Fork

Center

800 N

800 E

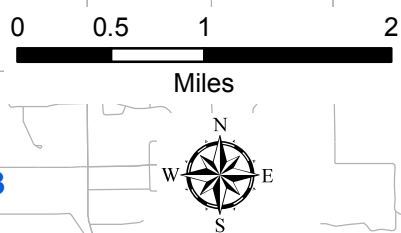
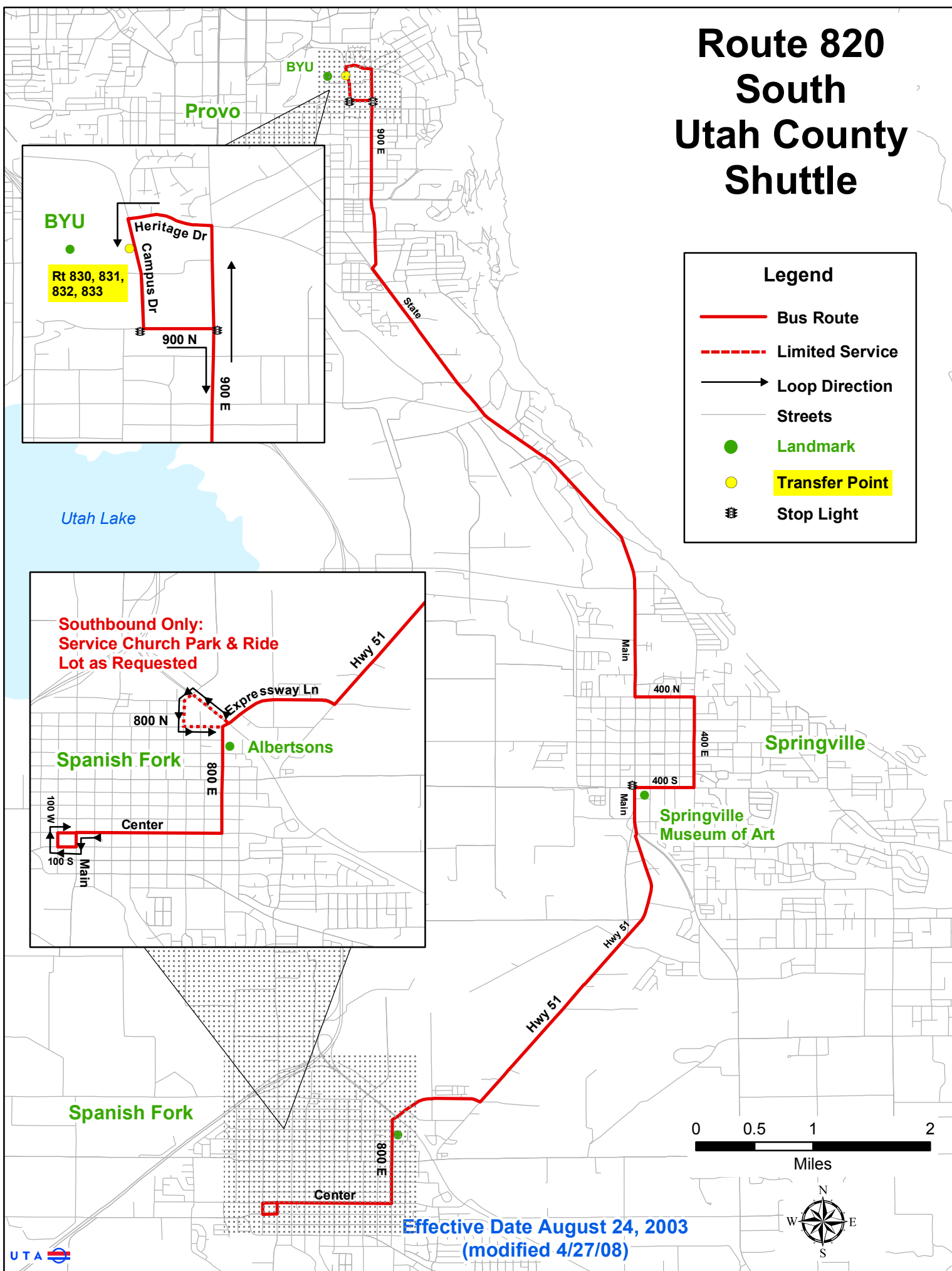
Expressway Ln

Albertsons

100 W

100 S

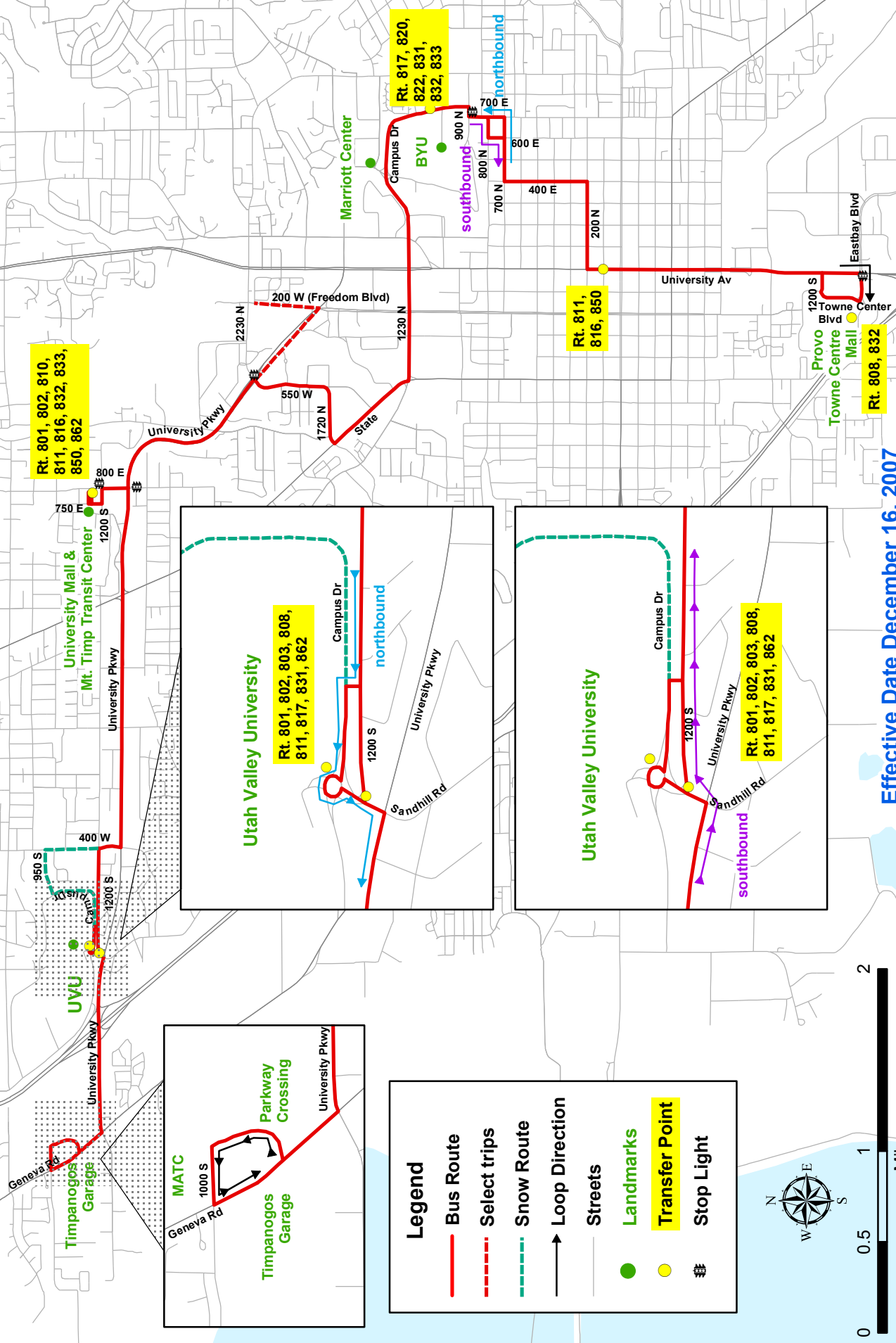
Main



Effective Date August 24, 2003
(modified 4/27/08)

Effective Date April 16, 2006

Provo/Orem Shuttle



**Effective Date December 16, 2007
(modified 4/27/08)**

Route 831



UCAS southbound trip:
Use cutout to Campus Dr.

Cam
UCAS

800 S
W



**Rt. 801, 802, 803, 808
811, 817, 830, 862**

Rt. 801, 802, 803, 808
811 817 820 862

Bus Route

--- UCAS Trips


Snow Route

Loop Direction

Streets

- **Landmark**

- **Transfer Point**

 Stop Light

0	0.25	0.5	1
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Miles








**Effective Date December 16, 2007
(modified 8/24/08)**



Route 832

Provo East Side

Legend

-  Bus Route
-  Streets
-  Landmark
-  Transfer Point
-  Stop Light

Rt. 801, 802, 810, 811, 816,
830, 833, 850, 862

Rt. 817, 820, 822, 830, 831, 833

Rt. 811, 816, 830, 850

Rt. 820, 822, 831

Rt. 830

Route 833

Provo Center St.

Rt. 801, 802, 810, 811, 816, 830, 832, 850, 862



Timp Transit Center

Legend

- Bus Route
- Snow Routing
- Loop Direction
- Streets
- Landmark
- Transfer Point
- Stop Light

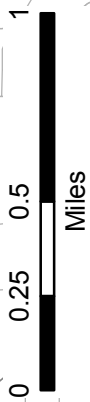
Provo LDS Temple

Missionary Training Center

Rt. 817, 820, 822, 830, 831, 832

Brigham Young University

Rt. 801, 802, 811, 816, 817, 830, 850



Effective Date April 8, 2007



Route 835 Seven Peaks/BYU Morning Shuttle

BYU

Campus Dr

Rts 817, 820, 822, 830, 831, 832, 833

1060 N

900 N

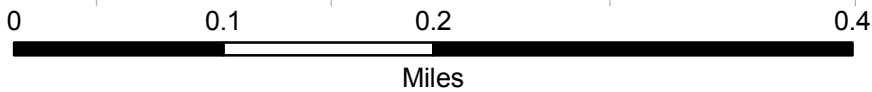
900 E

900 E

450 N

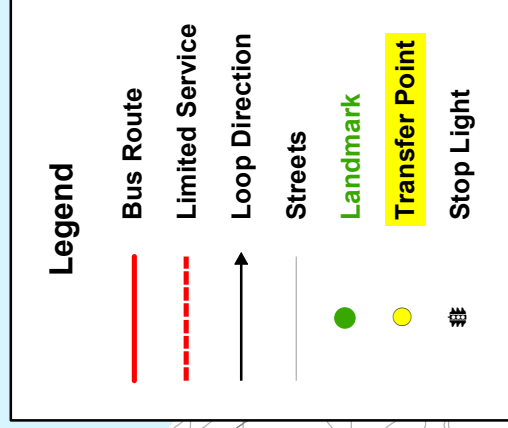
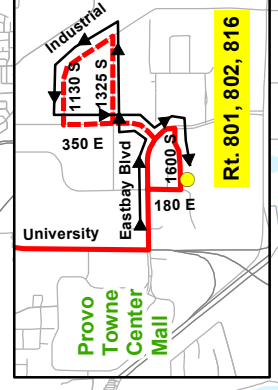
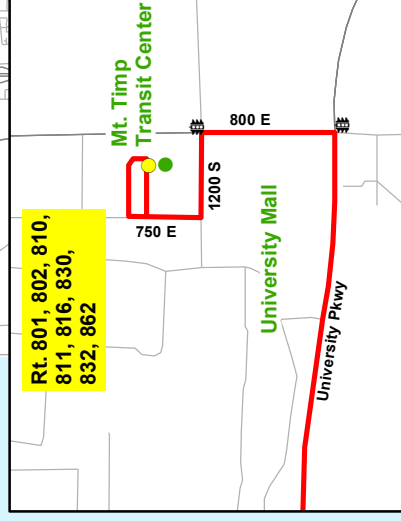
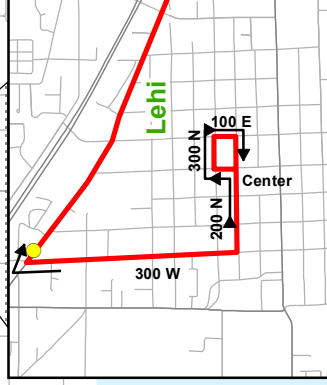
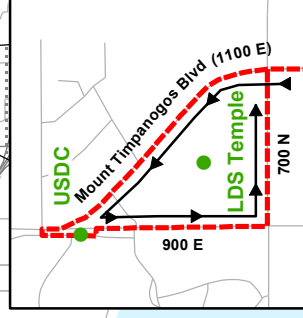
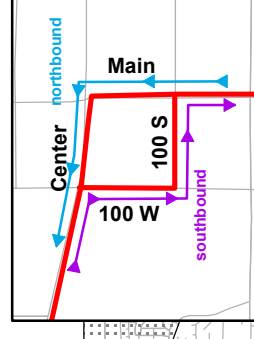
7 Peaks Blvd

300 N



Effective Date December 17, 2006
(Modified 10/8/07)

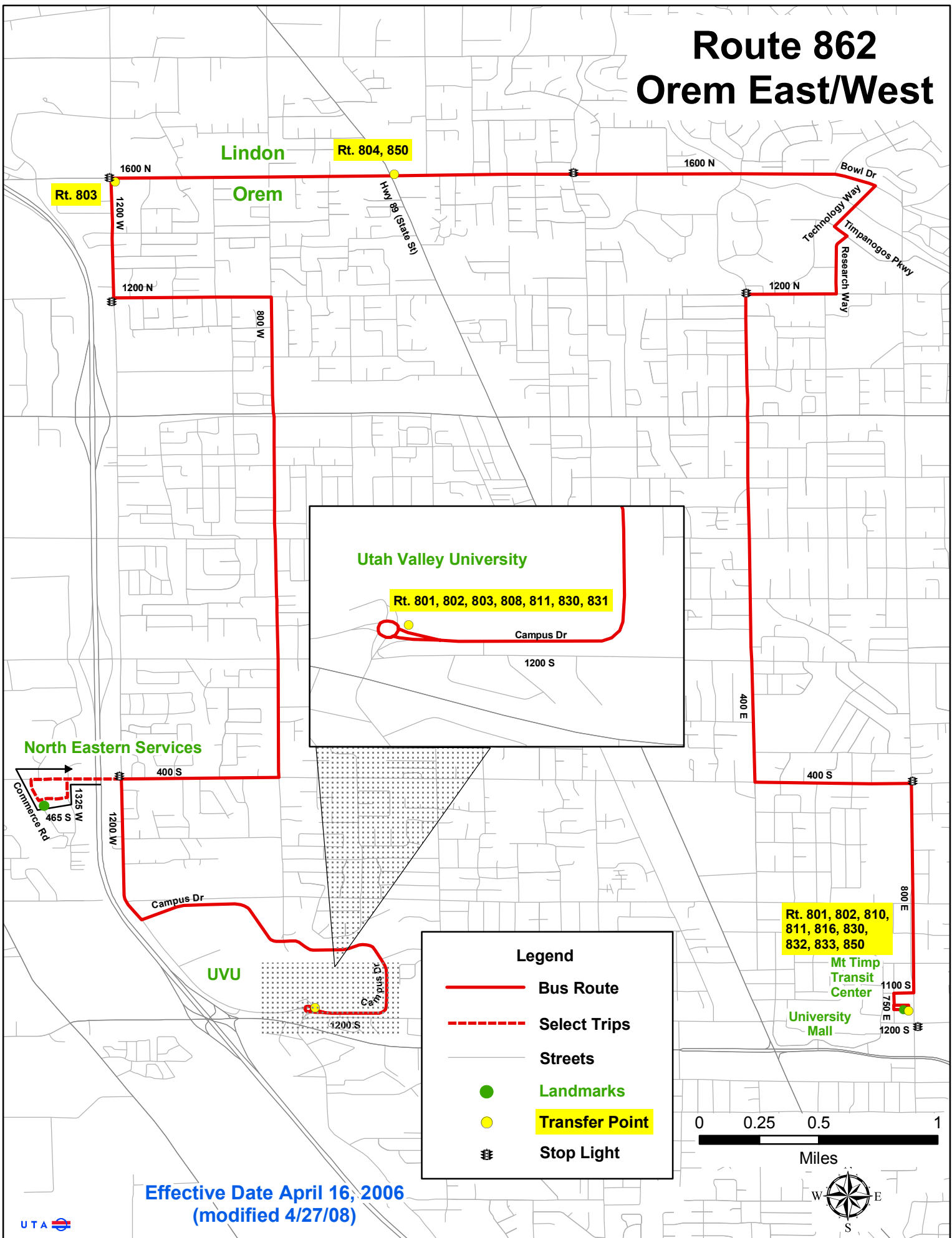
Route 850 State St Shuttle



Effective Date April 8, 2007

Route 862

Orem East/West



APPENDIX D: UTA PARATRANSIT & MEDICAID NEMT PROGRAM BROCHURES

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CATEGORIES OF ELIGIBILITY

People who are determined to be eligible for Paratransit Service are assigned an eligibility category that is consistent with their ability to use the fixed route bus and TRAX light rail service. Categories are:

- **Unconditional**, if the applicant is determined to be unable to ever independently use the fixed route bus or TRAX service, even with training. A rider might receive unconditional eligibility but could be transported through a “seamless” transfer (the paratransit waits for the fixed route bus) to a fixed route bus.
- **Temporary**, if the applicant is unable to use the fixed route bus or TRAX service for a limited period of time.
- **Transitional**, if the applicant is determined to be able to learn to use the fixed route bus or TRAX service with training.
- **Conditional**, if the applicant can use the fixed route bus or TRAX service sometimes, but may require Paratransit Service in special circumstances when the interaction of the individual's disability and the environment or a special circumstance creates a barrier for safe, independent use of the fixed route bus or TRAX service for a particular trip.

Examples of conditional eligibility include people with extreme fatigue after dialysis, or a bus stop which requires a person who is blind to negotiate a dangerous pedestrian area, like a large open parking lot with no reference points.

APPOINTMENTS

Appointments are required for a mobility evaluation. Call the **Paratransit Mobility Center at 801-287-2263 or our toll free number is 1-877-882-7272 ext 2263 if you live outside the Salt Lake area.** You may call Monday through Friday from 9:00 am to 4:30 pm. Upon request, free complimentary transportation is provided.

Appointments are confirmed in writing including the date, time and location of the evaluation and any additional documentation that may be required.

APPEAL PROCESS

Applicants who are determined not eligible or who do not agree with the conditions established for their use of the **Paratransit Service** may file an appeal within sixty (60) days of the date the initial eligibility determination was received. Additional information regarding the Appeal Process is available upon request through UTA's ADA Compliance Officer at 801-287-3536.

Paratransit Mobility Center
4384 South 50 West
Murray, UT 84107
Enter from Fireclay Ave
(4295 South from Main Street)

U T A
PARATRANSIT SERVICES

ADA
PROGRAM



Eligibility
Process

For More information Call:
801-287-2263

REV 8/27/2008

UTA PARATRANSIT SERVICE ADA PROGRAM

UTA's **Paratransit Service** ADA program is a service of the Utah Transit Authority, for people with physical, cognitive or visual disabilities who are functionally unable to independently use the UTA fixed route bus service either all of the time, temporarily or only under certain circumstances. For all persons found to be Paratransit eligible, UTA's **Paratransit Service Area** is service between pickup points and destinations that are located within $\frac{3}{4}$ of a mile on any side of an existing fixed bus route during the times those routes run.

100% of the fixed route bus and TRAX light rail service is wheelchair accessible with lift-equipped or low floor buses and trains. In addition, other accommodations such as stop announcements made by drivers and assisting passengers with disabilities make using the fixed route bus service possible for many people with disabilities. People who are able to use the fixed route bus and TRAX light rail service should do so whenever possible.

Disability alone does not determine paratransit eligibility; the decision is based on the applicant's **functional ability** to use the fixed route bus and is not a **medical decision**. At the same time, unavailability of fixed route service by itself does not constitute eligibility for a person who could otherwise take the same trip on the bus, were the service available.

EVALUATION PROCEDURE

All persons seeking eligibility for **Paratransit Service** ADA Program must appear in person and must complete the evaluation process.

The purpose of the evaluation is to determine whether the applicant can ever use the fixed route bus and TRAX light rail service, even after training and, if not, what specific circumstances would create a barrier to the applicant's independent use of the fixed route bus service.

The components of the **Paratransit Service** mobility evaluation may include verification of disability, the applicant's own assessment of his/her ability to use the fixed route bus and TRAX light rail service, and a functional assessment, if needed. Information provided by a health care professional regarding the applicant's ability to use the bus may also be considered in how a person's disability affects their functional ability to ride fixed route bus and TRAX light rail services.

The application form needs to be completed and brought with the applicant at the time of their interview to be reviewed with the person conducting the interview. The application is designed to gather information from the applicant regarding his/her disability and the applicant's own assessment of his/her environment and functional ability to use the fixed route bus and TRAX light rail service.

FUNCTIONAL ASSESSMENTS

The functional assessment is an instrument to help determine whether the applicant has the ability to use the fixed route bus and TRAX light rail service and, if so, under what circumstances. Functional assessments are evaluations used to predict either physical or cognitive ability. They are designed and conducted by independent professionals.

The physical functional assessment consists of boarding and riding an accessible fixed route bus and TRAX light rail service, negotiating various inclines, surfaces, curb, curb-cuts and crossing streets. Skills evaluated include balance, strength, coordination and range of motion. **Please dress appropriately for an outdoor assessment.**

The Functional Assessment of Cognitive Transit Skills (**FACTS**) is administered to applicants with cognitive disabilities. **FACTS** is a validated assessment tool designed to assess the transit skills of a person by using a simulated bus trip. Skills evaluated include bus travel skills, community safety skills and general orientation.

Variables in the environment as well as the applicant's ability to perform the tasks required in using the fixed route bus and TRAX light rail service is considered.

Overnight Food and Lodging

If you need to stay overnight when obtaining medical treatment, talk to your worker. Lodging and food costs may be reimbursed if you must travel over 100 miles one-way to get medical treatment, and you would not arrive home before 8:00 p.m. due to the drive time, or the person must leave before 6:30 am to arrive at the appointment on time, or the medical treatment requires you to stay overnight. You worker may approve one to two nights lodging and food costs. Additional nights must be prior authorized through Health Care Financing.

Recipients must stay at a motel, hotel, or other facility that provides overnight shelter such as the Ronald McDonald house. Costs for an attendant can only be reimbursed when the recipient stays with the attendant and is not in a treatment facility. This includes the costs for one parent or guardian who accompanies a child. Receipts are required.

Health Care Financing

(801) 538-6155
1-800-662-9651

Mental Health Transportation

Transportation to and from mental health appointments is handled through your mental health provider. Please contact your therapist to arrange travel for these appointments.

Nursing Home Transportation

Nursing homes are required to provide transportation to medical appointments for their residents. Residents cannot receive bus passes. Any other non-emergency transportation needed that the nursing home does not provide requires prior authorization.

* PCN, CHIP, UPP, QMB, SLMB, QI, and Emergency Medicaid recipients are NOT eligible for non-emergency transportation or reimbursement.



How Do I Get To Medical Appointments?

Medicaid may provide non-emergency transportation in an effort to help you get medical care. If you have transportation available, you will be expected to use it before asking for help.

Non-Emergency Medical Transportation

Medicaid may provide non-emergency medical transportation, if you are currently eligible for Traditional Medicaid services* and you do not have transportation to get medical care.

Transportation is not available to get services from non-Medicaid providers or for non-Medicaid covered services. Your worker may ask you to verify medical appointments. Medicaid may not reimburse you for all services.

Transportation is not available to pick up prescriptions unless you are on the way to or from a medical appointment with a Medicaid provider. For exceptions, check with an eligibility worker.

UTA Bus Pass - You may receive a bus pass if you have Traditional Medicaid and live in an area served by UTA or city bus service. A bus pass has 12 one-way trips (more when the household has 2 or more recipients or when someone needs an attendant) on each pass and also works on light-rail. Check with your worker if you need another bus pass. Only Medicaid recipients may use the bus pass, and it may not NOT be used to go to work, school, shopping etc.

Special Transportation Services - To be eligible for special transportation services, you must be unable to use public transportation and not have a car in the household that works. If you are traveling with small children, check with your worker for other arrangements.

Special Bus Services are available in some areas. You must apply for these services through the bus company in your area. If the bus company decides that you meet the requirements, you must then receive prior authorization from Health Care Financing.

Special Bus Services Companies

Salt Lake City - FlexTrans 566-2334
Davis, Weber, Box Elder Counties
HandiTrans 1-888-394-9150 or 393-1736

Tooele (Senior Center) 882-2870

Utah County - United Way 374-9306

Cedar City - CATS 435-559-RIDE

St. George - SUNTRAN 435-673-TRAN

TTY 287-4657

FlexTrans, HandiTrans, United Way and SUNTRAN bus services provide curb service only.

PickMeUp Services - If you cannot use Special Bus Services because you need door-to-door service, you may be eligible for PickMeUp services. You must have a

doctor's letter on file with PickMeUp saying why you need the specialized services. When you call to get services, you need to have your doctor's name and phone number available. You may be transported by PickMeUp for up to four weeks while you are getting the doctor's certificate.

You must schedule PickMeUp appointments 24 hours in advance. The PickMeUp phone number is 1-888-822-1048. They may provide some urgent care services for recipients that need to be seen within 24 hours. You must specify that the appointment is for urgent care. PickMeUp may verify urgent care.

Personal Mileage Reimbursement

Local Travel - When public

transportation is not available or does not meet your needs, you may be reimbursed personal mileage at 18 cents per mile up to \$150 a month. You must keep a mileage log showing the dates and miles traveled. Mileage is only paid for transporting a Medicaid recipient.

Outside the Local Area - When

treatment is not available in your local area, you must receive treatment from the nearest Medicaid provider who is able to provide the services; otherwise, you cannot be reimbursed for mileage. Verification may be required.

